Public Document Pack

THE EDINBURGH PARTNERSHIP

Meeting   Wednesday, 3 June 2020

Time   3.00 pm to 5.00 pm

Venue   Meeting will be convened via Microsoft Teams

Edinburgh Partnership Board

www.edinburgh.gov.uk/communityplanning

7. Background Papers

THE EDINBURGH PARTNERSHIP

THE EDINBURGH PARTNERSHIP BOARD

Tuesday 17 March 2020 – 2:00pm: Chief Executive's Board Room, Waverley Court, 4 East Market Street

MINUTE

<u>Board members present</u>
Cllr Adam McVey	The City of Edinburgh Council
Grant McDougall	Skills Development Scotland (via teleconference)
Hugo Clark	Ministry of Defence (Edinburgh Garrison)
Gavin Donoghue	The University of Edinburgh
Sean Scott	Police Scotland (via teleconference)
Cllr Robert Aldridge	The City of Edinburgh Council
Cllr Iain Whyte	The City of Edinburgh Council
Ella Simpson	EVOC
Paul Wilson	EARN
Cllr Susan Rae	The City of Edinburgh Council

<u>Advisers present</u>
Andrew Kerr	The City of Edinburgh Council

<u>In attendance</u>
Michele Mulvaney	The City of Edinburgh Council
Matt Acton	Scottish Fire and Rescue Service
Laurence Rockey	The City of Edinburgh Council
Gavin King	The City of Edinburgh Council
Peter Murray	NHS Lothian
Liz McAreavey teleconference)	The Edinburgh Chamber of Commerce (via

<u>Apologies</u>
Cllr Cammy Day	The City of Edinburgh Council
Keith Anderson	Edinburgh Affordable Housing Partnership
Audrey Cumberford	Edinburgh College
John Tibbitt	Edinburgh Association of Community Councils
Mairi O'Keefe	Edinburgh Chamber of Commerce

1   Coronavirus (COVID-19) Planning and Response

The Edinburgh Partnership was convened to discuss Partners' response to the outbreak of Coronavirus.

Andrew Kerr outlined measures that were being taken by the City of Edinburgh Council in response to the Coronavirus outbreak:

- Banning all travel unless necessary.
- Closure of several operations, including the Festival Theatre, Assembly Rooms and places where people would be likely to congregate.
- Cancellation of a Citizenship Ceremony.
- The potential closure of libraries and community centres was under consideration.
- Group Leaders were implementing Council recess and would determine if the recess period should be extended.
- Closure of day centres took place on 16 March 2020.

The financial impacts of these measures were highlighted particularly the loss of income and the need to undertake unforeseen expenditure in responding to the implications of the Coronavirus outbreak. The Council would be revisiting the corporate plan and budget and informal conversations were underway with national government regarding funding to cultural organisations and funding for health and social care.

There were challenges associated with the Council's waste services as a result of staff absences, and a plea was made for the forbearance of Partners while the Council worked through these logistical problems.

It was acknowledged that community resilience would become one of the most important issues during this time which would help people in the city help themselves.

Volunteer Edinburgh, updated on its approach and reported that there had been a heartening upsurge in those within the community wishing to help, in response to the Coronavirus outbreak. Some of this had occurred at a grassroots level and there were concerns that this was not formalised through trained and managed groups. Volunteer Edinburgh was keen to ensure that there was some guidance and control in the efforts being made at local levels and had updated guidance on how to be a good neighbour and acts of citizenships, alongside reaching out to groups to help them help their community wisely. It was believed that the Coronavirus outbreak

was likely to persist for some time and there were concerns about how to overcome people getting fatigued by the ongoing need to help others.

Ella Simpson updated on the response to Coronavirus from EVOC. Day centres in the third sector had closed and EVOC were considering how outreach activities could be undertaken, possibly by using day centres which had closed as community hubs. The NHS had offered protective equipment and would allow the third sector to use their procurement process for obtaining further equipment.

EVOC was being proactive and looking at people who were not usually in contact with services to reduce social isolation, for example those in the recovery community and considering other ways to support these communities. Consideration was being given to best contact people on a regular ongoing basis which may be for up to three to five months by building on existing resources such as Volunteer Edinburgh and Caring in Craigmillar. Ensuring support to allow coordinators in the various community hubs to work effectively was fundamental to EVOC's response.

EVOC were to reach out to LAYC for vulnerable adults, for those with underlying mental health conditions and if schools were to close, as a result of Coronavirus, to ensure young people's hunger issues were being addressed.

Liz McAreavey, from the Edinburgh Chamber of Commerce gave an insight into the issues being faced by businesses as a result of the Coronavirus outbreak. The Chamber of Commerce shared that pubs and restaurants were struggling and asked for Partners to note that there was a willing workforce in this sector who were presently under employed and could be called upon should additional capacity be required in the public sector. The night-time economy had faced hardship as a result of cancellation of events which had led to job losses in this sector.

Grant McDougall from Skills Development Scotland indicated that there was support available to help businesses impacted through the Partnership Action for Continued Employment (PACE), to minimise the impact of those people and businesses facing redundancy. Skills Development Scotland were developing more digital content to support service users and would circulate their contingency plan which was being developed.

The Partnership discussed assets which were presently being underutilised which could be called upon such as under employed taxi drivers who would be able to move goods and people which was an offer which had been communicated via the cab office and the Council's own fleet and employees who could act as drivers, which was available for use by the partners during the Coronavirus outbreak.
The capability of digital resources, as the world moved into a lockdown as a result of the Coronavirus outbreak was discussed, particularly concerns that with Microsoft and google were reaching capacity and the acknowledgement that most

organisations will be operating and doing everything digitally, but that there were foreseen Information Technology challenges which existed.

The Partnership agreed that there was a role for the Council to take forward in respect of coordination, organisation, and communication. It was recognised that some groups would self-organise, in their response to the Coronavirus outbreak, however it was important that somebody coordinated the volunteer effort from health and Police and to ensure that this capacity exists within the volunteer centre. Commitments were made to divert staff to assist from EVOC and The City of Edinburgh Council.

The Partnership discussed ensuring there were resources in place so that a firm focal message could be relayed to members of the public.

The NHS updated on their position:

- There would be formalised training opportunities for volunteers available.
- To ensure the supply of essential personal protective equipment was kept open to the Third Sector to address operational issues and ensure service continuity, with a recognition that demand on this service was likely to increase.

Andrew Kerr from the City of Edinburgh Council provided a further update on how the Health Service was being supported during the outbreak of Coronavirus:

- There wold be a joint mobilisation plan for Council and NHS. The Astley Ainslie would be setting up a Coronavirus coordination hub.
- There were plans to offer links between organised volunteering and people who were expressing offers to help.
- In the event that NHS facilities reached capacity, Council assets could be used.
- The Care Inspectorate had been approached regarding the re-registration of Drumbrae Care Home to provide additional beds if required. There were concerns however whether there would be enough staff to service the beds.
- If there was a falloff in available staff from health services, due to staff illness relating to COVID-19, the Council's day care staff, who were appropriately trained may be able to be redeployed into the NHS.

EVOC shared that they were coordinating meetings with charities to understand where there were skills within organisations who were in the Third Sector and may be able to help and assist. It was recognised that this activity needed to be fed directly into the Health and Social Care Partnership and Andrew Kerr would ensure that this contact happened.

Sean Scott gave an update from Police Scotland. Police Scotland had clear plans in respect of which policing activities would be curtailed if required as a result of Coronavirus and guidance was being developed daily and expressed a commitment to working closely with Partners during the Coronavirus outbreak. Concerns about civil unrest were expressed, particularly in relation to accessing supplies and this was contingent upon members of the public remaining calm, and the supply chain being maintained, to avoid shortages.

The Chamber of Commerce were anticipating business failure. Lobbying was underway though the British Chambers of Commerce who in turn lobby Westminster particularly around the modelling that had been undertaken to predict business failure, and the likely support that would be offered to offset this. Cash flow would be a big issue for businesses, particularly in accessing money from banks. There were concerns that the business community would be heavily debt laden coming out of the crisis and not hugely resilient to cope with the upturn in the economy. The sustainability of some businesses during this period was compromised.

The University of Edinburgh shared their plans in response to the Coronavirus outbreak:

- Remote delivery of teaching.
- Classes had been paused.
- Staff to be working from home as far as possible.
- All major events cancelled.
- People in third year and fourth year would be undertaking online assessments.
- Final year nursing and medical students will be called upon by the NHS into active service.

The Scottish Fire and Rescue Service updated on their position in response to Coronavirus:

- Control room at Tollcross remained open which was crucial to service.
- Moratorium of leave for employees.
- One or two staff were exhibiting symptoms of Coronavirus and were self-isolating at this stage.
- The Fire Service were thinking about the potential concurrency of other major incidents or events and had plans in place to ensure the service could cope.

The Ministry of Defence (MOD) updated Partners on their approach to handling the Coronavirus outbreak:

- That is was for the Government to ask for support of the Army, should this be required.

- The focus was considering how the Army could make the maximum number of personnel available should they need to be deployed.
- Length of period of self-isolation for those displaying symptoms of Coronavirus, which was 14 days, was a challenge. Testing to identify if staff had the Coronavirus was the priority for medical personnel.

It was noted that the UK Government announced that there were MOD planners supporting operations, and recognition was given that these were people with specialist planning skills who could assist locally with challenges faced, alongside if deployed by government, general and medical assistance from the military.

Partners agreed to share the daily briefing that their respective organisations issued and work to harmonise the message between organisations to ensure quality control in the messaging going to members of the public. This would be done by sharing the lead contact details for the communications and resilience personnel within each Partners' organisation, and the creation of a communication network amongst Partners.

Decision

1   To agree that the Edinburgh Partnership would redeploy staff which were available as appropriate, to assist the third sector with resourcing challenges they may face, as demand on the services within the third sector were increased as the Coronavirus situation evolved.

2   To note that EVOC was in discussion with charities to understand where there were skills within charities which would be of material help to the Council and the NHS during the Coronavirus situation. This information would be passed onto CEC and Andrew Kerr would relay this information into the Health and Social Care Partnership, to ensure that contact was made with these charities, should additional capacity be required.

3   To note that following the closure of day centres, there would be staff with relevant qualifications and capacity available to help should staff from the health services be impacted by Coronavirus and unable to present for work.

4   To note the availability of CEC fleet vehicles, and the availability of staff who could be redeployed to deliver key goods and services to those in need.

5   To agree that there was an emergence of people who wanted to volunteer to help vulnerable people and the NHS during the Coronavirus situation, and that Volunteer Edinburgh was best placed to coordinate this effort. CEC and EVOC would divert staff as required to assist as appropriate.

6   Skills Development Scotland to circulate the information on the contingency planning for Partnership Action for Continued Employment.

7   To agree that each partner supplied the name and the contact information for communications and resilience leads within their organisation.

8   To agree that the Head of Communications of the City of Edinburgh Council would establish a Communications network comprising communication representatives across the Edinburgh Partnership which would work together to harmonise Coronavirus messaging and ensure helpful information from each organisation was available to members of the public, primarily on the Council's landing page, but also via the communication messages published by the constituent organisations of the Partnership.

9   Date of Next Meeting

Wednesday 3 June 2020 from 3pm-5pm at Scottish Enterprise, 99 Haymarket Terrace Edinburgh.

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THE EDINBURGH PARTNERSHIP

THE EDINBURGH PARTNERSHIP BOARD

Wednesday 18 December 2019 – 3:00pm: Main Council Chamber, City Chambers

MINUTE

<u>Board members present</u>
Adam McVey	(in the Chair) The City of Edinburgh Council
Keith Anderson	Edinburgh Affordable Housing Partnership
Audrey Cumberford	Edinburgh College
Kenneth Rogers	Scottish Fire and Rescue Service
Brian Houston	NHS Lothian
Grant McDougall	Skills Development Scotland
Angus McCann	Edinburgh Integration Joint Board
John Tibbitt	Edinburgh Association of Community Councils
Mairi O'Keefe	Edinburgh Chamber of Commerce
Hugo Clark	Ministry of Defence (Edinburgh Garrison)
Gavin Donoghue	University of Edinburgh
Sean Scott	Police Scotland

<u>Advisers present</u>
Andrew Kerr	The City of Edinburgh Council
Tim Davison	NHS Lothian

<u>In attendance</u>
Ian Brooke	EVOC
Michele Mulvaney	The City of Edinburgh Council
Kerry Murray	NHS Lothian
Samantha Ainslie	Police Scotland
Richard Thomas	Police Scotland
Laurence Rockey	The City of Edinburgh Council
Paul McCloskey	The City of Edinburgh Council
Cameron Rose	The City of Edinburgh Council (substituting for Iain Whyte)
Robert Aldridge	The City of Edinburgh Council (substituting for Hal Osler)
Evelyn Kilmurry	The City of Edinburgh Council
Laurence Wyper	Scottish Enterprise

<u>Apologies</u>
Iain Whyte	The City of Edinburgh Council
Hal Osler	The City of Edinburgh Council
Cammy Day	The City of Edinburgh Council

1 Minutes

The Minutes of the Edinburgh Partnership Board on 24 September 2019 were presented.

Decision

1) To reflect that Sean Scott was in attendance.
2) To amend Ella Henderson to Ella Simpson.
3) To amend the "Mind The Craic" item to reflect that the Chief Executive of the City of Edinburgh Council would provide a report on the work of the Land Commission to the Edinburgh Partnership Board for the meeting in March 2020.
4) To otherwise approve the minutes of 24 September 2019 as a correct record.

2 Edinburgh Community Learning and Development Plan – Annual Report

The Community Learning and Development (CLD) Plan 2018-2021 was presented. The plan focused on key areas of activity agreed by partners and was intended to add value to community learning and development delivery by identifying where the partnership could bring fresh thinking and collaborative effort to make a difference and improve outcomes. Progress during 2018 and 2019 was reported and a revised approach to the plan for 2019 to 2020 was intended.

Decision

To agree to note progress and the revised approach.

3 Poverty Commission

The Edinburgh Poverty Commission was set up in November 2018 and the Edinburgh Partnership received an update on progress. The Commission's key deliverables and timetable for completion were presented and included draft recommendations from the Commission for work that was underway to help solve poverty in Edinburgh. The Edinburgh Partnership was advised that final recommendations from the Commission would be published following a period of work planned to conclude at end March 2020.

Within the broad set of recommendations that were being prepared, Commissioners attending the meeting highlighted three specific areas that would be considered by the Edinburgh Partnership:

1) Culture and awareness of poverty;

2) Advice and income maximisation;

3)   Fair work.

In order to address the challenges associated with poverty in Edinburgh, the Poverty Commission asked the Edinburgh Partnership for a co-ordinated and cross partner programme of staff engagement and training using the leadership within the Partnership to share good practice and reduce the stigma associated for those experiencing poverty in Edinburgh. The Commission asked the Partnership to consider new approaches to funding and delivering advice and income maximisation services, building in particular on high impact services that were already in operation in the city. The Commission asked the Partnership to give support and commitment to the establishment of a new fair work action group in Edinburgh.

A question session followed with the following themes emerging:

- That the key principles were best addressed as a partnership, and that a conversation around how the partnership could add value would be helpful.
- That a change in the culture of organisations and interactions with those in need by frontline members of staff at the point of accessing services were fundamental to realising the goals of the Poverty Commission.

Decision

1) To agree that Edinburgh Chamber of Commerce would speak with the Poverty Commission about how best to cascade the 1 in 5 messaging via their membership.
2) To agree that the Poverty Commission would report back to the Edinburgh Partnership before the end of March 2020 with specific asks that the Edinburgh Partnership could respond to.
3) To agree to form a Fair Work Action Group including public, private and third sector employers.
4) To agree that Chris Adams would email the Edinburgh Partnership Board seeking volunteers for the Fair Work Action Group, ensuring shared membership between this group and the LOIP Delivery Group, to ensure no duplication of work streams and overlap.

4 Local Outcome Improvement Plan

Richard Thomas from Police Scotland presented a verbal update on the Local Outcome Improvement Plan.

Decision

To note the verbal update.

5 Locality Improvement Plan – Annual Report

Locality Improvement Plans were a legislative requirement of the Community Empowerment (Scotland) Act 2015 and a key responsibility of the Edinburgh Partnership and part of its approach to improving outcomes for those citizens and communities experiencing the greatest inequality. The Annual Report which was presented provided an update on progress to delivering the plan for 2018/19, together with an update and proposals for the review process.

Decision

1) To agree to note the progress made during 2018/19.
2) To agree the proposal for the review of the locality improvement plans and the operational arrangements.
3) To agree that partner organisations support the approach to the continued delivery of community priorities through their own organisations and partner groups.
4) To refer the report to the Locality Community Planning Partnerships for information and action.

6 Edinburgh Partnership - Resources

The Edinburgh Partnership Board in April 2019 agreed to interim support arrangements whilst work was carried out to consider sustainable options for the future, including financial commitments. Resourcing challenges and the competing pressure of establishing new governance arrangements for the Edinburgh Partnership had meant that the goal to make sustainable plans had not been fully realised. Progress in the interim had been made with regard to capturing baseline data, a review of the interim arrangements and the identification of potential options for the future model of support. The report presented was intended to inform the next steps in the delivery of the work and a view was sought on the options the Board wished prioritised for further development and detailed engagement with partners.

Decision

1) To agree to a support office for the Edinburgh Partnership based on formal secondment under existing partner organisations which would involve a lead managing partner to be identified, job descriptions, contracts and conditions to be issued to formally second employees for a defined period. The work programme and transformation programmes underway by partner

organisations and the expectations of partner organisations would be considered as part of these agreed arrangements.

2) To agree to a further report on the future resource model in June 2020.
3) To agree to receive a report on third sector participation in June 2020.
4) To agree to continue the existing interim community planning support arrangements to allow for the necessary work to be carried out and the existing work programme to continue, which relied on the individuals identified having the capacity to carry out the necessary functions of the group and partners would be asked to reconfirm contribution on this basis. The outcome would be presented to the Edinburgh Partnership Board in June 2020 at which time the interim arrangement would end.
5) To note that the £10,000 partner contribution from the Fire Service was still to be realised.
6) To agree that Kenny Rodgers would speak with Scottish Fire and Rescue Service with regard to Officer input and involvement from this organisation, to allow the work of the Partnership Board to progress.

7 Edinburgh Partnership – Governance Arrangements

The Edinburgh Partnership Board, at its meeting on 4 April 2019 agreed a new governance model. This included provision for the establishment of four Locality Community Planning Partnerships and the Local Outcome Improvement Plan Delivery Group. The report presented sought revisions to aspects of the governance arrangements for these partnerships based on feedback from the first round of meetings held during October to December 2019.

Decision

1) To allow for the provision of substitute members for Locality Community Planning Partnerships.
2) To allow for the provision of co-chairing of Locality Community Planning Partnerships.
3) To agree the presumption that the Locality Community Planning Partnership meetings would not be held in public unless by exception and subject to the agreement of the chair in consultation with members.
4) To allow for the LOIP Delivery Group to co-opt additional voting members as appropriate to the furtherance of the remit of the group and provided the overall number of members was manageable.
5) To refer the report to the Locality Community Planning Partnerships and Local Outcome Improvement Plan Delivery Group for information.

8 Edinburgh Partnership – Board Operating Model

The Edinburgh Partnership Board, at its meeting on 4 April 2019, agreed a new governance model. The need to shift to a different way of working was central to this arrangement. This included an aspiration to change the way the Board operated to allow for a greater focus on action and strengthening of the business processes. This report presented outlined options for a new operating model for the consideration of the Board.

Decision

1) To agree the new approach to the format of meetings and proposed standard agenda.
2) To agree the issues for inclusion in the forward work programme from the suggestions identified.
3) To agree the agenda planning proposals.
4) To agree to the introduction of a rolling action log as a standard agenda item.
5) To agree the simplified report template.

9 Edinburgh Partnership – Board Induction and Development

Mairi O'Keefe had been recently appointed to the Edinburgh Partnership Board on behalf of the Edinburgh Chamber of Commerce and highlighted where the Partnership could make improvements, to enable all members of the Partnership to participate fully in meetings and the work of the partnership.

Decision

1) To agree to have nameplates for attendees at the Edinburgh Partnership Board.
2) To agree to provide a written briefing for new members of the Edinburgh Partnership Board.
3) To note the offer made by Adam McVey to meet with new members to the Edinburgh Partnership Board on an informal basis.

Dates of Future Meetings

- 2pm Tuesday 17 March 2020 - Astley Ainslie Hospital - Morningside
- 3pm Wednesday 3 June 2020 - Scottish Enterprise – 99 Haymarket Terrace

Poverty and Coronavirus in Edinburgh

Interim Report – Summary

May 2020

Edinburgh Poverty Commission has connected with citizens and organisations across the city in the last month to assess the impact of Coronavirus on people living in poverty.

Evidence shows that huge numbers of people in the city have lost or are at risk of losing their livelihood as a result of this crisis. Many of those who have lost their job have never claimed out-of-work benefits, do not know where to get help, and are struggling with the delay in receiving Universal Credit payments. Organisations working to support people recognise this as a significant individual and collective trauma for the city.

Feedback indicates that too many employers are not taking up the UK Government's job retention scheme. Some have insufficient resilience to manage short term cash flow challenges posed by the crisis, but we have also heard testimony from people whose employers have simply assumed that it will be easier just to lay people off and recruit again when business picks up.

Rapid and compassionate steps taken by City of Edinburgh Council and the Scottish Government to provide security for those concerned about rent arrears, those in temporary accommodation and rough sleeping have been welcome. One challenge for the city now will be to respond to real concern from people who fear storing up debt during this period, or reverting to previous insecurity when we return to normal activity.

For those struggling to get by on a low income there are significant additional pressures to life in lockdown and the current crisis is exacerbating difficulties. While those comfortably off save money staying at home, the cost of living has risen significantly for those in poverty as they are unable to shop around for affordable food and they need heating on for longer. Loneliness and isolation, loss of independence, impact of furlough, reduced hours and unemployment, the stigma of claiming benefits and using foodbanks and managing conflict in relationships all contribute to the significant distress witnessed by organisations providing support in our communities.

The measures put in place to mitigate the worst effects of economic hardship by the UK and Scottish Governments and City of Edinburgh Council have been undeniably bold and focused on providing a lifeline to those who need help most. At the same time the response of voluntary, third sector, and community groups across the city has been overwhelming, with hundreds of groups working together to make sure food, medical supplies, support and advice reach the people who need help to stay afloat.

The picture that has emerged from talking to a range of organisations providing immediate support is not primarily one of a lack of food or resources to help during the lockdown but rather a continuing challenge of co-ordination. It seems likely that if you are already known to a local (statutory or third sector) organisation then you will be able to access food, connections, and a route to other support you might need.

We know, however, that even in normal circumstances people struggle to find support with all the issues which are relevant to them and there is concern for huge and increasing numbers experiencing hardship who are not connected to local support organisations – and do not know where to get help. To a lesser extent, there are also concerns over the potential for duplication of effort amongst a range of organisations. As we return to activity, resources to support people who have lost their jobs and are struggling to get by on drastically reduced incomes will continue to be needed on an unprecedented scale.

It is all the clearer now, following the experience of the last month, that solutions to end poverty will be built together, in connections and relationships and in shared humanity. We need to ensure that the growing understanding of shared hardship, respect and value for low paid key workers, and those instincts which many of us are witnessing in the reaching out of neighbours to connect and help in their community are harnessed and not allowed to recede. As we rebuild, we should redesign our economy and services, not on independent twin tracks but tied together around our core humanity and shared values which are perhaps more evident now than they have ever been. We need to build on the compassion we are witnessing every day to create a just transition towards a city that is effective in ending poverty.

We believe the holistic, enabling support for people where they live, based on trusted relationships should sit at the heart of the city's approach **now**, as we **return to activity** and as we **rebuild**. In particular:

We need to ensure that measures which have been put in place to help people stay afloat through the lockdown period are not lifted prematurely. We need continued commitment from Governments at all levels to make sure that supports in place now can be continued no matter what course this emergency takes.

We must lock in the gains which have been made in providing security for those in temporary accommodation and rough sleeping. Significant steps have been made during this emergency to provide lifelines for people facing the most severe forms of poverty, but the fundamental pressures of Edinburgh's housing system have not changed and without commitment of new resources it cannot be assumed that these gains can be sustained once this phase of the outbreak is over.

Employers have a responsibility like never before to look after their people. We need to **act now to support and in some cases pressure employers to take up the UK Government's Job Retention Scheme** to make sure it reaches and sustains as many workers as possible. The city's approach needs to engage fully with workplaces as well as communities, the third sector as well as core public services.

In rebuilding our economy following this emergency, **we also need employers to make the changes now that will enable people to return to jobs that are fair and secure.** This means leadership and commitment from Edinburgh's employers to make sure no one needs in this city needs to be paid below the living wage or in conditions that do not provide security of income.

We must resist allowing the UK Government to revert to previous practice on social security. **We must take bold action to ensure a decent income for all**, whether that is building on changes to Universal Credit and legacy benefits or considering more radical changes such as a Citizen's Basic Income.

In rebuilding, **we must ensure we create a fairer economy** where people providing vital services are valued appropriately and enabled to live a life free of poverty.

Most importantly, **we must plan now for the redesign of our systems and our cultures** to ensure that the right supports are always available in the places people live. This means developing a phased approach to shift funding, planning, delivery and measurement more strongly towards whole system approaches designed to build capability and wellbeing of individuals and communities.

Contact us

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Poverty and Coronavirus in Edinburgh

Interim Report

May 2020

Contents

Foreword

The pandemic has created a fast-rising tide of anxiety and insecurity. For those who were already struggling on a low-income, life is now harder still, and we are seeing a new surge of unemployed people at risk of being swept into poverty.

The initial government response has offered a lifeline to many employers, charities and families. City of Edinburgh Council and community partners moved quickly to put in place support that will allow many people in the city to keep their heads above water. New relationships have formed, people have responded with compassion to those affected directly by the virus and by keyworkers keeping essential support going. There is the potential to build public and political will to achieve a just transition from where we are now.

It is right that we think in bold terms about how Edinburgh can return to activity safely, generating the good jobs, affordable housing and income security that too many citizens have been locked out of. We cannot hope to do that well unless we listen to people's experiences now and understand the hardship and heartache they face.

This interim report is not the one we expected to publish. After fifteen months of connecting with people and organisations across the city, we planned to publish a shared view of how to end poverty in Edinburgh. Everything we learned from those conversations has been banked. We are clearer than ever about the principles and values that should guide the city's actions – and we will set out the material and relational changes needed for the long-term in our final report in the autumn. We will also share our ideas for establishing a new network led by people with direct experience of poverty, alongside civic allies. In the weeks since lockdown began, we have gone back to many of our partners to learn about the impacts they are seeing. This report tries to do justice to what we have heard. Alongside fear and isolation, there is an upsurge of community support and kindness. Alongside unprecedented government support, there are gaps leaving too many people struggling. Alongside an extraordinary effort to house people who were sleeping rough and to protect tenants from eviction, there are unanswered questions about arrears and debts. We are all facing the same storm, but we are in different boats.

Putting this right requires that everyone has a stake in what happens next in Edinburgh. We can redesign support, services and the city economy. The scale of the challenge for planning and long-term budgets needs to be recognised openly and honestly. Where a return to business as usual would see the gains from this crisis unravel, we must change the rules of procurement, eligibility and evaluation. Enabling people to secure fair work will be crucial in overcoming the financial knock and the emotional trauma many have faced. We must address with urgency the gaps in support which have left those in precarious hospitality and construction jobs and many of the self-employed with reduced hours or no earnings.

Employers and housing providers have as much responsibility in making a just transition happen as governments, councils and charities. In the coming weeks, we will tune in to citizen experiences, seek out unheard views and develop potential solutions alongside communities. And you can connect with us through Twitter **@EndPovertyEdin**, through our website **www.edinburghpovertycommission.org.uk/get-involved**, or by emailing us at **strategyandinsight@edinburgh.gov.uk**.

Dr Jim McCormick
Chair of Edinburgh Poverty Commission

3

Introduction

Edinburgh Poverty Commission is an independent group working together to define the steps we need to take to end poverty in Edinburgh. Ahead of publishing our final report in the Autumn, we have been listening to people and organisations in Edinburgh over the past few weeks to consider the profound impacts of the Covid-19 emergency on people living in poverty, now and in the future.

This interim report of the Commission presents the testimony and evidence we have gathered, together with the principles and insights formed over the last 15 months of our inquiry, and sets forward actions, new and continued, that will be required as the city begins a process of rebuilding.

> "
> It's a terrifying time for a lot of people. What's the new normal going to be? The crisis has highlighted how many people live anyway. My hope is that some of the people now having a tough time will think to themselves: is this how much people have to live on normally? When this is over, we need to say: a large proportion of the city's people won't be getting back on their feet because we live in a really unequal city and now it's time to fix it. How the city responds on jobs and incomes, to back the normal person, is key.
>
> **Chris Kilkenny**
> Edinburgh Poverty Commission member

> "
> This is not just an Edinburgh story.
> We have learning and insight from our work in Edinburgh that is important for everyone in the UK to hear and to act on.
>
> **Sandy MacDonald**
> Edinburgh Poverty Commission member

Edinburgh Poverty Commission

Edinburgh Poverty Commission was launched in November 2018 and over 15 months met 6 times in full session. During that period, we have held 100 evidence sessions and project visits, met and heard from over 70 local organisations, commissioned significant new research into the experience

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of citizens living on low incomes and attitudes to poverty across the city and in total heard from more than 1,000 individual participants.

In the midst of drafting our final report in March this year the lockdown to limit the impact of Covid-19 was imposed and we realised over the days immediately following that everything had changed. As we came to terms with what the restrictions to normal life and measures put in place to support individuals and organisations would mean for us in our personal and working lives, we realised there would be profound impacts for people living in poverty.

We decided to delay publishing our final report until the autumn and in the meantime to connect with many of the people and organisations we have engaged with over the last fifteen months to hear what was happening across the city, to listen to concerns, fears and hopes and reflect on what this means for poverty in Edinburgh, now and in the future.

It is important to recognise that the testimony that follows is not a comprehensive survey of citizens or picture of the vast effort of many organisations to support individuals and communities. Individual experience and named organisations provide an illustration of wider issues and the response across the city.

The picture of poverty in Edinburgh is distinctive. In the wealthiest city in Scotland (second only to London in the UK) an estimated 80,000 people live in poverty, including almost 1 in 4 children. The gap between the rich and poor is wider in Edinburgh than anywhere else in Scotland. The city has enormous housing wealth alongside an affordable housing crisis, reflected in the long average stays in temporary accommodation. Someone living in New Town West can expect to live 21 years longer than someone living in Niddrie House. The inequality gap makes the position worse for people in poverty – Edinburgh does better than the national average for school pupils living in the least deprived areas and worse for those living in the most deprived. The majority of people in poverty live in households where at least one person is in employment, and people live in poverty in even the most affluent areas of this city.[1]

The response so far

The measures put in place to mitigate the worst effects of economic hardship by the UK and Scottish Governments and the City of Edinburgh Council have been undeniably bold and focused on providing support to those who need help most. At the same time the response of voluntary, third sector, and community groups across the city has been overwhelming, with hundreds of groups working together to make sure food, medical supplies, support and advice reach the people who need it.

EDINBURGH COVID-19 LOCAL SUPPORT DIRECTORY + MAP

EVOC INFORMATION .ORG.UK DEVELOPMENT ADVOCACY

Over 100 Covid-19 support services are listed and promoted through the EVOC website, providing access to food, financial assistance, crisis support, or help with social isolation.[2]

A comprehensive list of all responses made in Edinburgh to date would be far too long to include in this report, but some of the most significant measures from the point of view of people in poverty have included:

- Responses from UK and Scottish Governments to help businesses keep people in employment during the lockdown, including the Job Retention Scheme and other business support funding packages.
- Responses from Governments at all levels to increase the value and availability of key social security benefits – including uplifts to the adult element of Universal Credit, the Local Housing Allowance, and the expansion of funding for Scottish Welfare Fund and Council Tax Reduction Scheme.
- Measures to reassure tenants that no evictions can take place during this emergency, and responses from City of Edinburgh Council to house rough sleepers, and ensure safe places are available for homeless households.[3]
- Other measures taken by the Council to establish local resilience centres for those who are facing serious hardship during the crisis, to make direct payments every fortnight to the bank accounts of parents with children who receive free school meals, to work with EVOC and other partners to organise local food distribution networks delivering thousands of emergency food parcels across the city, and making thousands of outreach calls to households who are shielding or otherwise in need of support. [4][5]
- The huge efforts and commitment from third sector and voluntary groups across all areas of the city to not only change their ways of working – providing support online, through door knocking and through telephone outreach to people who might need support – but also to create new services and new partnerships to make sure food, financial help, medicines or other supports are delivered where they are needed.
- The responses from funding organisations from all sectors, many of whom have provided much needed flexibility and additional support to make sure critical community organisations in the city can continue to operate and to adapt.

We know that these responses have already helped thousands of people in Edinburgh who are struggling to cope with the effects of this emergency, both on their health and their livelihoods. But we know too that these represent only the first stage of a response to this crisis which is still

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developing in ways that are difficult to predict. And we know that there are gaps and delays in some support and still challenges in ensuring people know how to access help if they cannot do so online.

For Edinburgh to make the strongest possible steps to prevent the coronavirus from deepening the poverty and inequalities we know already exist in the city, the next steps we take will be even more important than those we have already begun to put in place. The testimony and evidence we have gathered over the past few weeks must be an important part of designing that response. This paper gives a summary of what we have heard from citizens and organisations who have experienced this first phase of response and, together with the principles and insights gathered from the last 15 months of our Edinburgh Poverty Commission inquiry, sets forward actions, new and continued, that will be required as the city begins a process of rebuilding.

Testimony from Edinburgh citizens and organisations

Speaking to citizens and those in organisations providing support over the last month the overriding sense is of the fear in which people are living. We can all relate to the anxiety we feel for the health of our loved ones and in fact people we don't know as we imagine the stories behind the numbers reported daily. Above all else we worry about the seeming lottery of life and death. We also all share experiences of the daily challenges presented by staying at home: missing family and friends, home schooling and keeping kids busy or struggling to find ways to fill the day, loneliness or managing relationships with those we share our homes with.

For those already struggling to get by on a low income there are significant additional pressures to life in lockdown and the current crisis has exacerbated many of the injustices we have identified over the last fifteen months. In addition, the lockdown has revealed just how precarious large parts of our economy are with people on low incomes being pulled into further hardship, and a new surge of unemployed people at risk of being swept into poverty.

For many people the experience of poverty comes as a rising tide of circumstances over which they have little control. Life events such as relationship break downs, job losses or poor health can pull almost anyone into poverty at some point in their life.

Coronavirus is making more people than ever vulnerable to these shocks, and emphasising the need for powerful support systems to help people stay afloat. [6]

But the social security system can be redesigned to help people stay afloat when they're struggling.

Circumstances like losing a job or a relationship break-up can pull people into poverty.
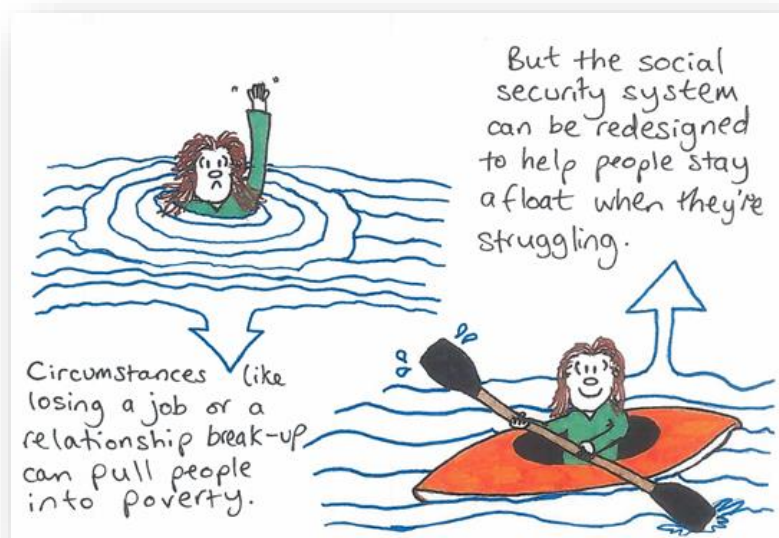
Testimony: Jobs and incomes

Evidence shows that huge numbers of people in the city have lost or are at risk of losing their jobs. Many of those who have lost their job have never claimed out-of-work benefits, do not know where to get help, and are struggling with the delay in receiving Universal Credit payments. Turn2Us who provide grants to individuals from the Edinburgh Trust are seeing a huge increase in demand but also worry that many who need help will not know about all the available sources of help. Community Renewal, who run one of the city's employability programmes has seen an increase in referrals from 20-30 per month to 120 in the first month since the lockdown began. They recognise the way in which many have lost their jobs as a significant trauma – described as brutal, people feeling they have been treated as disposable. While immediate concerns are focused on getting through this period of lockdown, for many the fear of the impact of unemployment and unmanageable debt in coming months is very real.

Unemployment and benefits

- Scottish unemployment expected to more than double…which could mean an additional 13,000 people unemployed in Edinburgh during 2020[7]

- 23% of UK businesses have paused or ceased trading, while 29% are 'not sure' their business has the financial resources to survive this crisis[8]

- 1,200 Scottish Welfare Fund applications per week in Edinburgh since lockdown began – 3 times the usual average[9]

- Universal Credit claims at peak were up by eight to nine times the volume immediately pre-crisis, while the number of advance payments peaked at five to six times the pre-crisis number[10]

Impact on incomes

- More than half of all households believe they will struggle to meet their financial commitments during this crisis[11]

- 64% of those in serious financial difficulty are renters, 31% are homeowners[12]

- 1 in 5 have already used credit to pay for food and other expenses[13]

Impact by

- Workers who are low earners, women, parents, and young people are most likely to be exposed to loss of income and increased health risk during this crisis[14]

- People on low incomes are 2.4 times more likely to work in shutdown sectors, than higher earners[15]

- 23% of women work in shutdown sectors, compared to 16% of men[16]

- 16-24-year-olds workers are twice as likely to be working in shutdown sectors as the rest of the workforce[17]

- Nearly half of all people on zero-hours contracts work in shutdown sectors[18]

- Two-thirds of working single parents are in jobs bearing the greatest economic and health risks in this crisis[19]

- Young black, Asian and ethnic minority workers are significantly more likely to be exposed to the economic effects of this crisis. Such workers are 47% more likely to be on a zero hours contract and less likely to have a permanent contract than their white peer group.[20]

- UK BAME groups are also at a significantly higher risk of developing and dying from coronavirus, account for 34% of critically ill Covid-19 patients and a similar percentage of all Covid-19 cases[21]

- Evidence from England shows that coronavirus has had a proportionally higher impact on health in the most deprived areas, with death rates in those areas more than double the rate recorded in affluent areas.[22]

Many self-employed people have also lost their source of income overnight and found they are not covered by UK Government support. Whilst the UK Government has acted relatively quickly to address the main gaps and the Scottish Government too has stepped in to confirm support for new starters in 2019-20 who aren't otherwise eligible, there are still significant problems. Too many people, for example taxi drivers, are left with no income as they wait for the UK Government self-employed scheme to open for applications in June. For many in this category this will be their first experience of unemployment and navigating an unfamiliar social security system and the stress of their situation cannot be underestimated.

"

I have been overwhelmed by the number of people who are traumatised by this situation. I am meeting people who have been in work all their lives who suddenly find themselves having to navigate the benefits system for the first time… not knowing their rights, not knowing where to go for support.

Mary Alexander
Edinburgh Poverty Commission member

Feedback also indicates that many employers are not taking up the UK Government's Job Retention Scheme. For many with insufficient business resilience the support is not comprehensive enough to allow them to retain staff. Others do not have confidence in their position to provide employment when we return to activity and some simply assume it will be overly complicated to apply and easier just to lay people off and recruit again when business picks up. In particular, many agency staff are being let go as neither agency nor employer take responsibility for including them in the job retention scheme for which they are eligible.

For the low paid who have continued to work through the crisis providing vital services, there have been huge concerns about safety with inadequate provision of personal protective equipment and insufficient changes made to working practices to allow social distancing.

> "
> The system should be saying to people: if you're going to go to work during the pandemic and take a risk for us, we'll pick up the risk and secure you. You won't have to worry about money going up and down and worrying about how the rent will be paid. You'll have certainty. There's money in too many different pots. How do people access what's there? It ends up with us having to hand out the phone number for the Scottish Welfare Fund to the whole street due to the long wait to get paid Universal Credit.
>
> **Chris Kilkenny**
> Edinburgh Poverty Commission member

Looking at the statistics and listening to testimony the overriding sense is of the injustice of the impact of the lockdown. We have all been asked to make sacrifices during lockdown to save lives and protect the NHS, but a disproportionate share of that sacrifice is being made by the poorest people in our society. In particular, too many employers in the city have not taken sufficient responsibility for their people as many have failed to pass on the security afforded them by the state. In these circumstances it is the low paid, those on temporary contracts and those on zero-hour contracts who are disproportionately suffering as a result. The immediate crisis comes on top of a situation where we know many people are exhausted physically and emotionally, having severely restricted options about how to manage living costs, are unable to plan and barely have enough to survive, despite being in work. The crisis shines a light on the fragility and inherent injustice in our economy.

Testimony: Housing and homelessness

Some of the first and most compassionate responses to the crisis were seen in steps taken to support those people experiencing some of the most severe forms of poverty. The City of Edinburgh Council acted quickly to provide security for those in temporary accommodation and to house rough sleepers securing over 200 bedspaces in hotels and private flats[23]. Five Resilience Centres were established across the city to make sure anyone who becomes homeless, or needs an emergency cash payment during lockdown, can receive face to face support in a way that is safe. So far, those centres have supported over 1,000 citizens in the first four weeks since lockdown began[24].

> "
> The opportunity for homeless people to be housed in hotels has been one of the best things to happen during this crisis. It could be a transformational new start for some people.
>
> **Diana Noel-Paton**
> Edinburgh Poverty Commission member

In addition to that, the first weeks of the crisis saw promises from the Council and social landlords that no one will be made homeless because of rent arrears during this emergency, as well as Scottish Government legislation to ensure no evictions could legally be made from any tenure or landlord during the lockdown. These steps are all welcome, but we have still heard real concern from people who remain anxious about paying their rent and their ability to maintain their tenancy. Not least they express fears that this period will simply become one of storing up debt for the future with little chance of being able to earn enough to get back on to an even keel when we can return to activity. And we have similarly heard concerns about what happens to those many homeless households when the lockdown ends, when hotels return to normal activity, and when the budgets being used to support them are stretched even more than ever.

Testimony: Food, the cost of living and social isolation

The immediate priority for most in the last month has been food. While those comfortably off save money staying at home, the cost of living has risen significantly for those in poverty as they are forced to buy what one supermarket has to offer because of limited scope to travel. Additionally, many in poverty have had difficulty shopping for a range of reasons including shopping less frequently without a car, disability, carers being unable to shop with the people they care for as only one person is being allowed in at a time, single parents with several children finding it difficult to shop with them and to buy enough to feed their family with restrictions on the numbers of some

items. While most of us have experienced anxiety or frustration with queuing and had to adjust the way we shop and eat, for people living in poverty these stresses have often been extreme.

City of Edinburgh Council acted quickly to ensure the families of children receiving free school meals got the equivalent money in their bank accounts. This provides a payment of £22.50 per entitled child made fortnightly during lockdown, with almost 5,500 payments made at the last count in late April25. This support was extended throughout holiday periods as well as during term time, representing a very welcome example of how the crisis has stimulated improvements for citizens that we would expect to see continue once this emergency period is over.

For the majority of families, this 'cash first' approach is the most dignified way of support, providing certainty and choice. However, many families still struggle with the logistics of feeding their families. Organisations across the city are stepping in to make sure food reaches the people who need it, including some groups who have shifted their purpose, so they are able to support people with their most immediate priorities. LIFT in North Edinburgh immediately focused on providing food for as many families as possible to enable them to stay at home, reacting to the fear and distress they heard from the people they work with in the community. In the first week of the lockdown alone, with volunteer support and food supplied by Social Bite, Cyrenians, and direct from a number of restaurants, they were able to keep 400 families fed.

Increased fuel costs due to needing heating on for longer periods are another significant concern for those living in poverty. And, while some have experienced support from energy providers others are continuing to have to go out several times a week to top up pre-payment cards at a PayPoint.

People have expressed huge concerns about the impact of current circumstances on mental health. Loneliness and isolation, loss of independence, impact of furlough and unemployment, the stigma of claiming benefits and using foodbanks, managing conflict in relationships at home have all surfaced in conversations over the last few weeks and contribute to the significant distress witnessed by organisations who are providing support in our communities. Where most of us are experiencing increased neighbourly connection and support there is concern for those without digital devices or the skills to use them effectively and the places where neighbourly support is harder.

> "
>
> I have serious concerns about young people and men who are at risk of suicide since the lockdown came into force. My own opinion is it has to be highlighted and is there enough being done for them to reach out to the mental health services which I do understand is stretched to the limit? Could there be more adverts and free phone numbers for them to contact people who can help them?
>
> **Betty Stevenson**
> Edinburgh Poverty Commission member

Testimony: Co-ordinating the response

The picture that has emerged from talking to a range of organisations providing immediate support is not primarily one of a lack of food or resources to help during the lockdown but rather a continuing challenge of co-ordination. It seems likely that if you are already known to a local (statutory or third sector) organisation then you will be able to access food, connections, and a route to other support you might need. We know, however, that even in normal circumstances people struggle to find support with all the issues which are relevant to them and there is concern for huge and increasing numbers experiencing hardship who are not connected to local support organisations – and do not know where to get help. To a lesser extent, there are also concerns over the potential for duplication of effort amongst a range of organisations. It is also clear that, as we return to activity, resources to support people who have lost their jobs and are struggling to get by on drastically reduced incomes will continue to be needed on an unprecedented scale.

We know there have been huge efforts to co-ordinate based on the reach of the statutory sector and the local connections of voluntary organisations, but we also hear testimony that there are gaps, too much reliance on fragile organisations and a continuing lack of clarity about who is doing what.

It is clear that where it is happening people are reliant on and highly value the lifeline support provided through organisations and people they know and trust in their community, but not everyone who desperately needs help has those connections and the strength of those local organisations and networks is not evenly spread across the city.

> "
> It is important we recognise the hugely impressive response of the third sector... but this crisis has also highlighted the hollowing out of support present in some communities over recent years.
>
> **Celia Tennant**
> Edinburgh Poverty Commission member

Similar challenges around co-ordination relate to the reach of funding being made available by Scottish Government and other funders. Feedback from organisations providing support to those in poverty highlights variable experiences in this first period since lockdown began. Some have been quick to ask for and secure grant funding from the Scottish Government and independent funders, or in some cases have been given new money with an encouragement to use it for whatever is most immediately required. Other organisations have had less capacity to access funding. While some organisations have shifted their purpose quickly to respond to immediate need and have made their own decisions about risk to themselves and volunteers to provide vital services, others have had less confidence and felt a lack of clarity from government in relaxing the usual rules shaping their activity.

As we have listened we have increasingly realised that while so much has changed in a few short weeks, much of what we are seeing now is a magnification of what we had previously observed, both in the factors which exacerbate the difficulty of living on a low income but also in the hope and potential for change.

We had already recognised that the change required to end poverty in Edinburgh would be as much about changing the day to day experience of interactions, connections and relationships between individuals and organisations and within communities as concrete change to material circumstances.

Material circumstances | Day to day experiences

We are clear that as well as more money in their pocket, reduced living costs and better living conditions and improved prospects to get on with their lives, people need interactions, connections and relationships based on understanding, kindness, dignity and respect. Rather than being shunted from pillar to post through complicated networks and systems, they need help that enables them to take control of their own life, that helps with all the issues which matter to them.

We had agreed the following principles:

- We do not accept poverty is inevitable
- People who are struggling are supported to move out of poverty quickly, take control of their lives, and contribute to a city where people look after each other
- We design and deliver workable solutions alongside people who experience poverty
- We use all the power we have in the city in our organisations and communities to directly effect change within the city and build the public and political will for change needed at national level
- We do not merely mitigate the worst effects, we end poverty
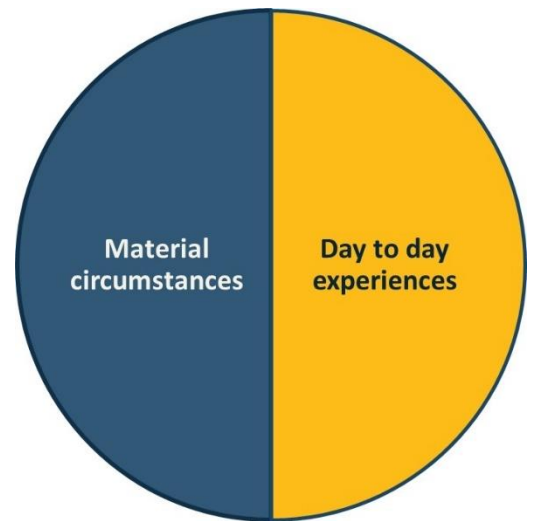
It seems all the clearer now, following the experience of the last month, that lasting solutions to end poverty will have to be built together, in connections and relationships and in shared humanity. We need to ensure that the growing understanding of shared hardship, respect and value for largely low paid key workers and those instincts which many of us are witnessing in the reaching out of neighbours, connection with strangers in the street and the surge in volunteering are harnessed rather than merely observed and allowed to recede. As we rebuild, we should redesign our economy

and services, not on independent twin tracks but tied together around our core humanity and shared values which are perhaps more evident now than they have ever been. **We need to build on the compassion we are witnessing every day to create a just transition towards a city that is effective in ending poverty.**

Actions

At the heart of our proposed actions to end poverty (based on our work over the last fifteen months) is the need for: **The right support in the places we live**.

Living in poverty grinds people down and too often the attitudes and experiences they encounter trying to get help or just function day to day make their situation even worse.

People have told us they feel they are not listened to, are not treated with dignity, respect and kindness. They are forced to tell their story numerous times to deal with all the issues they need help with. They are referred, assessed and referred on again. Help with one specific problem can fail because it is set in the context of multiple issues which are not addressed together and at worst help in one area precludes help in another. Often the help people may need to address the emotional toll of their situation is ignored.

We believe Edinburgh needs to:

- Ensure people in all parts of the city have local, safe, welcoming community spaces where they can access the right support for them and make progress at the right pace.
- Give permission to staff at the frontline to make meaningful connections and support them to enable relational approaches, removing over-reliance on procedural and rule bound approaches.
- Enable staff from a range of services to work together to support people with all the issues that are relevant to them, removing the need to negotiate numerous and complex referral systems.
- Ensure support enables people to take control of their lives.

This feels equally relevant in current circumstances. While welcoming community spaces are not possible in a physical sense for now and the connections cannot be face to face, many organisations are telling us just how much people need a trusted relationship to access support. We believe the right support sits at the heart of our approach **now**, as we **return to activity** and as we **rebuild**, with priorities which shift in each of those phases.

As we move through those phases, ensuring people have the right support in the places they live will mean a **fundamental shift in the way in which we plan, fund, deliver and evaluate services across the public and third sectors**. Alongside that shift in delivery of services we need to ensure we **lock in any progress being made to alleviate poverty now**, influence Scottish and UK Governments to **rebuild a fairer economy** and crucially **make it both possible and unavoidable for employers to play a full and active role in tackling poverty**.

Actions: Now

Government at all levels has acted quickly to address the impact that lockdown has on people's jobs and livelihoods. But the full potential of Government schemes to protect employment will fail if employers cannot, or choose not to, take it up.

We need Government to respond quickly to the concerns of businesses and **address problems with the design and coverage of support schemes to make sure take up prevents avoidable redundancies**.

And we need business organisations, local Government, and Government agencies to **act now to help, and in some cases pressure, employers to take up the UK Government's Job Retention Scheme. It should only be unwound gradually, when employers and workers have confidence that it is being done safely.**

The most urgent need currently is **connecting people who need help with the support they need to stay afloat**. We need a systematic approach to identification of those who need help and clear, well-advertised and accessible routes for people to seek support. The City of Edinburgh Council website provides useful email and telephone contacts for support (which would helpfully be replicated in leaflet form) as does the Scottish Government leaflet delivered to all citizens. It is also welcome that schools, community groups, and statutory services are phoning people to proactively offer help and assistance. Many of the organisations we have spoken to note the need for a trusted relationship to navigate what can be a complex picture of available support.

In providing routes to support we must also be careful that we do not limit our use of 'vulnerability' to mean solely those at risk of illness or in need of care. We are seeing long established but also new patterns of people experiencing vulnerability due to a wide range of circumstances. As the lockdown and the impact of this crisis continues, it is important that the focus of support is broad enough to capture all those people struggling in or falling into poverty who desperately need help now – many of whom may not be known to, or familiar with, support networks in the city.

Alongside systematic identification of need, we must see continued effort to achieve effective coordination of resources, organisations and volunteers who can provide support, responding to the issues which are relevant to different people. As far as possible we should provide that support through one point of contact, a trusted relationship, either already existing or invested in now. This

clearly requires a mix of statutory and third sector organisations and there is no one sector or organisation which can manage this on their own. The scale of the challenge in coordinating the response at local level reflects pre Covid-19 issues in the hollowing out of funding over the last decade and over reliance on fragmented third sector organisations. It is all the clearer now, in crisis, that all organisations in the city need to work together in a way that is planned, comprehensive, transparent, builds on strengths and responds to the voices of communities.

National and local government, agencies and organisations should **give clear permission to staff to make meaningful connections** and respond to need flexibly, balancing the risk of not acting against the usual approaches to eligibility criteria, risk assessment, accepted activity and performance management. There is clear evidence that this is happening already but confidence among organisations is variable.

While lockdown continues the **most pressing issue is to ensure that people have food**. There is no shortage of food in the system. The main issue is responding to need in the most appropriate way. For some, who can shop, money is the most dignified approach. For others, who are struggling to shop, direct delivery is more helpful.

Although perhaps less pressing as the weather improves, we need to ensure people are able to keep their homes warm without **fear of being unable to pay for fuel** and that all people can move to safe methods of payment - for example being able to top up meters by phone or on-line rather than use of PayPoints and being able to access hardship support via energy companies.

Help with applications for **social security entitlements and other financial support needs** to sit in the frontline response. People need one point of contact who can help them navigate their entitlements, support them through bureaucracy and for many, the trauma of losing work in the midst of crisis. Throughout the last year of our inquiry we have seen a number of local organisations playing exactly this role, providing a single trusted relationship to help people find the support they need. During the lockdown period projects such as Maximise!, CHAI, LIFT, and others have made great strides to shift their ways of working to make sure those relationships can still be there for people when they need them.

Many of us are struggling with **home schooling and activities for children**. Living in poverty intensifies those issues, for example having less space, no outdoor space, fewer or no digital devices, fewer books, toys and games and for many a range of pressures which makes it difficult to support children's learning or simply to have fun with them. Many organisations are responding to this need and providing resources to help families learn and have fun is a key priority in surviving lockdown.

Enabling human connections is vital. We are rediscovering how much we need each other as neighbours reach out to each other, strangers stop to chat, at a distance, and we use digital technology like never before to maintain relationships with family and friends. Not everyone is able to make those connections. For some the barrier is not having digital devices or skills and we need to make sure everyone has that possibility. There are already lots of fantastic examples of online groups and activities bringing people together. Organisations like Grassmarket Community Project and Working Rite have responded to this period by not only continuing to support their communities, but also invent new ways of connecting people and building relationships – be it through online classes, or meditation sessions, or activities for families. We need to ensure that

these trusted relationships and social connections are recognised as a vital element of the frontline response to supporting people.

The one issue we have heard above almost anything else over the past 15 months of our inquiry has been evidence on the **intolerable toll of poverty on people's mental health**. In current circumstances, those pressures are magnified and exacerbated by isolation. In fact, many organisations are recognising the experience of lockdown as a significant collective trauma. To deal with that trauma people need help with the material circumstances that cause stress and they need to feel they are listened to and treated with dignity, respect and kindness. Where they also need specific specialist mental health support, it is important we ensure that those services are provided and co-ordinated within the context of much broader support that recognises and addresses the social and economic causes and consequences of poor mental health.

Actions: Return to Activity

The impact of this crisis on unemployment and economic activity in this city is set to be unprecedented. We are not likely to see the full scale of impact for another 2 to 3 months and while, for now efforts are clearly focused on keeping people safe and well at home, the focus will shift quickly to addressing economic hardship. No matter what course this crisis takes over the coming months, **we need to ensure that measures which have been put in place to support people through the lockdown period are not lifted prematurely** and in particular people are helped effectively to manage debt which has stored up.

Employers have a responsibility like never before to look after their people. Enabling people to return to (or continue in) fair work, not just any work, will be crucial in overcoming both the financial knock many individuals and families will have taken but also the emotional trauma. We must address with urgency the anomalies which have left large groups of people, particularly those in precarious work in hospitality and construction sectors and many of the self-employed, with reduced hours or no earnings We must also improve the working conditions of key workers who have kept the city operating, perhaps most crucially the care workers who have put their life in danger daily with insufficient personal protection and testing for so little in return. The expansion of real Living Wage coverage for adult social care workers, backdated to the start of April, is a welcome start in appropriately valuing those who provide care in our communities. For those who have worked through this crisis and those who haven't we may not see the toll of the trauma for some time and employers need to be prepared to support people suffering with stress and enable recovery. The city's approach needs to engage fully with workplaces as well as communities, the third sector as well as core public services.

High housing costs in Edinburgh present a particular problem making it likely that many will not be able to afford rent, even with the welcome changes to Local Housing Allowance. **We must lock in the gains which have been made in providing security for those in temporary accommodation and rough sleeping.** Significant steps have been made during this emergency for people facing the most severe forms of poverty, but the fundamental pressures of Edinburgh's housing system have not changed. Commitment of new resources and ambition is needed to ensure that these gains can be sustained once this phase of the outbreak is over.

As lockdown measures are lifted, we should continue to focus on **the right support at a local level**. We should build on existing relationships and those contacts made through the emergency response with people in need of support, beginning to widen out the scope of the dialogue with individuals and communities beyond their concerns with just surviving, towards what will be needed to enable them to be thriving and contributing. For example, Community Renewal has made contact with LIFT with a view to engaging with the people they are working with on employability in months to come

We need to **strengthen the connections that have already been made and work to bring the third and statutory sectors closer and indeed business wherever possible, building on the local resilience hubs to enable us to shape genuinely holistic support across all needs.** For example, the Go Beyond network has worked hard to bring together third sector organisations in South West Edinburgh and WorkingRite, who have shifted rapidly from youth employability activities to supporting families with food and establishing links with other organisations to provide activities for children. We need to provide support across multiple needs not just those arising through this crisis, based on trusted relationships but crucially also designed to be systematic and leave no one behind. We are not suggesting the heavy lifting is done solely by the third sector but that we begin to systematically shift the way in which public sector resources are deployed to work at a local level.

Alongside holding on to a more local approach to service delivery as we emerge from lockdown, we need to **build on shifts in culture** which have begun to happen and are essential in our ability to shift to person centred, holistic support based on trusted relationships. Where permission has been clearly given, we will see increasing examples of what can happen where staff operating at the frontline have confidence to connect, to respond to need flexibly and make judgements borne of humanity rather than procedure. We must not lose that humanity. We should collect those examples and begin to systematically assess what they mean for our pre crisis ways of working. Where a return to business as usual would stifle the value, which has been created we must not return and instead begin to change those rules – in procurement, eligibility criteria, measurement, and performance management.

We must **provide a reason and a structure to enable the groundswell of volunteers who have been moved to give at a scale we have not previously seen to continue to contribute to community**. Many people are discovering their generosity of spirit and despite difficult circumstances the joy of a different way of living, less focused on the workplace, more focused on the people closest to them. That purpose and structure will come from connections and relationships with others and involvement in shaping the way we live, rather than being bounded by a set tasks for which the need will recede.

Actions: Rebuilding

The full economic impact of the crisis is not likely to be seen for several months. The impact particularly on tourism and hospitality will be devastating as we face the prospect of a summer and potentially winter without festivals. In Edinburgh, there are particular concerns as vacancy data[26] shows the city amongst the hardest hit in the UK in the drop in vacancies alongside a reported £53m hole in the City Council budget.[27]

Almost unimaginable shifts have been made in the state's response to the sudden insecurity faced by millions, both in the level of financial support and the compassion with which it is administered. **If this is right for now, we believe it is right for the future.** Temporary improvements to some UK social security payments should be locked in now to prevent more people being pulled into poverty when their incomes drop.

We must take bold action to ensure a decent income for all, whether that is building on changes to Universal Credit and legacy benefits or more radical changes such as a Citizen's Basic Income (which we will be addressing further in our full report in the autumn). We now need to build a social security system, in Scotland and the UK, that provides us all with the support we need at different times of our lives – in and out of work, when we face high housing costs or the extra costs of disability and caring.

In rebuilding, **we must ensure we create a fairer economy** where people providing vital services are valued appropriately and enabled to live a life free of poverty. In our work to date we had already observed the damaging impact of an extreme gap in wealth and poverty in the city. As we address the economic shock, we are currently experiencing we must resist reverting to practices which allow this inequality to continue. That means not just state support for those on the lowest incomes but creating an economy where everyone shares more equitably in success. We clearly need bold action from UK and Scottish Governments to rebuild the economy, but we are also clear that some of the most successful institutions in the city must make more of a contribution to enabling all of our communities to thrive.

As we focus on rebuilding, we should further strengthen **the right support in the places we live** and **enable culture change to lead system change**. We should bring together what has been forged in emergency with the learning we already have from promising work focussing on integrating support, for example from the perspective of the physical assets in My Gracemount, shifting Health and Social Care to personalised asset-based approaches through 3 Conversations and Community Renewal's development of holistic community support in Bingham/Magdalene. We should aim for small teams, drawing staff from statutory, third and business sectors operating at a small local level using simple existing methods to connect, assess need and build on assets. Alongside **we must develop a phased approach to shift all funding, planning, delivery and measurement from organisational impact on specific outcomes to whole system impact to build the capability and wellbeing of people and communities**. We should build on shifts in how and where statutory services operate, do this at scale, have confidence to try new approaches, evaluate and alter plans to change direction if we need to.

More detail on these points and key actions to be taken in the city will be incorporated in our final report to be published in the autumn.

Conclusion

We could not have imagined the way this Coronavirus outbreak would impact us. Watching and reading reports from other countries ahead of us in the spread of the virus gave us only scant insight into how it would actually feel. What is overwhelming is the shared emotional response, both to direct personal impacts and our empathy with others who have been affected in the most devastating ways. As we emerge from this crisis we must hold on to that emotional response and place it at the heart of our efforts to rebuild. In the last fifteen months we too often heard that people living in poverty felt much of the city does not belong to them, that citizens of Edinburgh in general are not aware of poverty, don't understand their circumstances and don't care. In the last month, we have seen a massive increase in understanding of shared hardship and poverty, often through first-hand experience, a deepening respect and gratitude to the largely low paid key workers enabling the city to operate and above all else solidarity with our fellow citizens.

We propose building a movement of people with experience of poverty and their allies, drawn from public and third sector services and business and also those citizens who have shown solidarity in such force in recent weeks. Our working title is **EndPovertyEdinburgh.** We should invest in it to develop our shared understanding of living in poverty, the solutions most likely to succeed and contributing to culture change. It should plug into decision making and hold the city to account, monitor progress, shine a light on how far we are making progress and celebrate the change we can make together.

With all its resources we are confident that Edinburgh is equal to the challenge of rebuilding. If nothing else the response of the city to this crisis so far has shown us that things we might have thought of as impossible can happen within days. To rebuild rather than just recover, to create a city free of poverty, where each and every person has the chance to thrive will take more change again. It will take an openness to involve everyone, bravery to let go of learned ways of working and embrace untested approaches, compassion to look after each other and a commitment to make a just transition to what comes next, all qualities which we have found more of in the last month than perhaps we might have expected. Let's hold on and build on what we have learned.

Appendix: Members of Edinburgh Poverty Commission

Dr Jim McCormick (Chair)
Associate Director for Scotland at the Joseph Rowntree Foundation

Cllr Cammy Day (Vice Chair)
Depute Leader of the City of Edinburgh Council

Mary Alexander
Assistant Scottish Secretary of Unite the Union

Diana Noel-Paton
Former Chief Executive of the Thistle Foundation and citizen of Edinburgh

Zoe Ferguson
Independent analyst and citizen of Edinburgh

Craig Sanderson
Former Chief Executive of Link Housing Association and citizen of Edinburgh

Stephen Kelly
Headteacher of Liberton High School in Edinburgh

Betty Stevenson
Convener of Edinburgh Tenants Federation and citizen of Edinburgh

Chris Kilkenny
Community campaigner and citizen of Edinburgh

Prof Carol Tannahill
Chief Social Policy Adviser to Scottish Government and Director of the Glasgow Centre for Population Health

Sandy MacDonald
Head of Corporate Sustainability at Standard Life Aberdeen plc
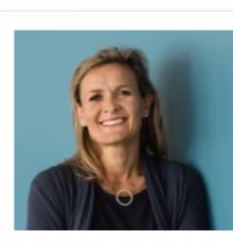
Celia Tennant
Chief Executive of Inspiring Scotland

Appendix: Timeline of Edinburgh Poverty Commission

Edinburgh Poverty Commission

June 2018
Edinburgh Partnership and the City of Edinburgh Council, respectively approve the establishment of an independent Edinburgh Poverty Commission.

October 2018
Dr Jim McCormick is appointed as the independent Chair with Cllr Cammy Day as Vice Chair.

November 2018
The first full meeting of the Edinburgh Poverty Commission takes place.

Phase 1: Pockets
Examining the pressures that keep incomes low and living costs high for people in Edinburgh

February 2019
The first of three public calls for evidence.
The second full meeting of the Commission on the theme of 'pockets' takes place.

Phase 2: Prospects
Exploring what we can do to improve the wellbeing and life chances of people in poverty

May 2019
The second of three public calls for evidence is launched and the first summary of emerging findings is published.
The third full meeting of the Commission on the theme of 'prospects' takes place.

Phase 3: Places
Defining steps the city can take to create well-designed, affordable, and sustainable places in Edinburgh

September 2019
The last of three public calls for evidence is launched and the fourth full meeting of the Commission on the theme of 'places' takes place
A second summary of emerging findings and interim recommendations so far is published.

Final Phase

November 2019
Interim findings published.

December 2019
The fifth full meeting of the Edinburgh Poverty Commission on the theme of 'designing the future' takes place.

May 2020
Poverty and Coronavirus in Edinburgh interim report published.

Autumn 2020
Final report to be published.

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Appendix: Sources of information and support

Support for shielded people, and those in high risk groups

If you have received a letter from the Scottish Government about shielding, and need help with food or medicines, please contact the **City of Edinburgh Council** on **0131 200 2388** or by email **shielding@edinburgh.gov.uk**

For most of us, we're able to manage these difficult times ourselves with support from friends and family. However, if you are in a high-risk group (**www.bit.ly/2WFJfNN**) and do need additional help or support please call **0131 200 2306** or email **edinburghvulnerable@edinburgh.gov.uk**

Homelessness

To support the most vulnerable members of society during the coronavirus outbreak five Council Resilience Centres have been established and will be open only for people who require access to emergency assistance with **urgent homelessness, urgent cash payments, and harassment cases where imminent and real threat exists**.

Details of how to use these Centres are available on the Council website (**www.bit.ly/3ftK8lj**)

Alternatively, phone the **Homelessness and Housing Support Team** 8.30am to 5pm, Monday to Thursday and 8.30am to 3.40pm on Friday on **0131 529 7125**.

Out of hours service on **0131 200 2000**, or freephone number **0800 032 5968**.

Crisis grants

If you are without money for essential items such as food and fuel you could apply for a Crisis Grant. To find out how you can apply please phone **0131 529 5299,** or visit the Council website (**www.bit.ly/2WJ4lv4**)

Advice, welfare, and benefits

For advice on a range of issues including benefits, debt, managing money, and living costs, there are people available and ready to support you during this crisis. Some good examples include:

- **The Advice Shop** - **0131 200 2360** (**www.bit.ly/2WHavvo**)
- **Citizen Advice Scotland Edinburgh** - **0131 510 5510** (**www.bit.ly/2YOm0Uz**)
- **CHAI Edinburgh** – **0131 442 1009** (**www.bit.ly/2SJFcPG**)
- **Granton Information Centre** - **0131 551 2459** or **0131 552 0458** (**www.bit.ly/35JkbtK**)

Finding a new job

If you've lost your job or are worried that you might, there is help available for you. There are organisations across the city who offer support, advice, and guidance to help you apply for jobs and prepare for interviews.

Contact **Next Step Edinburgh** and they'll put you in touch with the right organisation - **0300 365 0025** (**www.bit.ly/3fxzrhy**)

Appendix: Notes, references and sources

Cover photo: *Coronavirus rainbow* by Phil McIver, licensed under CC BY-ND 2.0, **www.bit.ly/2YGdWW6**

[1] Key sources: Child Poverty – End Child Poverty Coalition, Juliet Stone and Donald Hirsch (2019), Local indicators of child poverty, **www.bit.ly/2LvFe9T**; Life expectancy – ScotPHO profiles toolkit, **www.bit.ly/2SWL5c6**; School attainment – Local Government Benchmarking Framework, 2019, **www.bit.ly/2WJGOKd**

[2] **www.bit.ly/2WK6iau**

[3] **www.bit.ly/35MDan8**

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[5] **www.bit.ly/2LkDIqU**

[6] Brook, Paul et al (2019), *Framing Toolkit: Talking About Poverty*, Joseph Rowntree Foundation & Frameworks Institute, **www.bit.ly/3fFZWBp**

[7] Scottish Government (April 2020), *State of the Economy*, **www.bit.ly/3bkC82U**, and City of Edinburgh Council estimates for Edinburgh

[8] Office for National Statistics (May 2020), *Business Impact of COVID-19 Survey (BICS)*, **www.bit.ly/3fDbhlL**

[9] Source: City of Edinburgh Council

[10] Department for Work and Pensions (May 2020), *Universal Credit declarations (claims) and advances: management information*, **www.bit.ly/3coSYyX**

[11] Standard Life Foundation (April 2020), *April Financial Impact Tracker*, **www.bit.ly/2YRTtO3**

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[14] Resolution Foundation (April 2020), *Risky Business: Economic impacts of the coronavirus crisis on different groups of workers*, **www.bit.ly/2LjFJDD**

[15] *ibid*

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[20] Georgina Bowyer and Morag Henderson (2020), *Race Inequality in the Workforce*, A Carnegie UK Trust, UCL Centre for Longitudinal Studies and Operation Black Vote report, **www.bit.ly/35NonZc**

[21] The King's Fund (April 2020), *Ethnic minority deaths and Covid-19: what are we to do?*, **www.bit.ly/3bnBbH9**

[22] Office for National Statistics (April 2020), *Deaths involving COVID-19 by local area and socioeconomic deprivation: deaths occurring between 1 March and 17 April 2020*, **www.bit.ly/2WpglCZ**

[23] **www.bit.ly/2Liz2Sf**

[24] Source: City of Edinburgh Council

[25] Source: City of Edinburgh Council

[26] **www.bit.ly/2zr4POf**

[27] **www.bit.ly/3blPJHb**

Edinburgh Poverty Commission

Contact us

✏️ **Edinburgh Poverty Commission**
c/o Policy & Insight |The City of Edinburgh Council |Business Centre 2.1 |
4 East Market Street | Edinburgh | EH8 8BG

✉️ **strategyandinsight@edinburgh.gov.uk**

💻 **www.edinburghpovertycommission.org.uk**

🐦 **@EndPovertyEdin**

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Riaghaltas na h-Alba
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COVID-19 – Framework for Decision Making

Scotland's route map through and out of the crisis

May 2020

Agenda Item 7a

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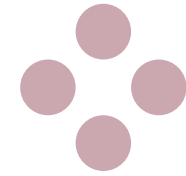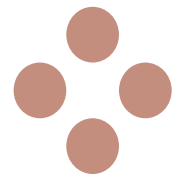
Ministerial Foreword

Rt Hon Nicola Sturgeon MSP
First Minister of Scotland

From First Minister

As I said last week, we can't live this way forever. We all want to get back to some semblance of normality – whether that's seeing our friends and family, getting back to work or school, or just being able to spend our free time in the way we want to.

This document sets out the steps that will take us there. It doesn't have all the answers and it doesn't set exact timescales. That's because we are still learning about the virus. We will have to move carefully and gradually to ensure we keep it under control and develop the best ways of doing so.

Too many people have lost their lives to this disease already and we cannot risk another peak – most importantly because that would mean more deaths but also because it would mean another lockdown.

This week we have also seen what the hard work of lockdown has achieved, with a continuing fall in the number of deaths and in the number of people in intensive care.

But we know the lockdown is doing harm of its own. It is causing loneliness and social isolation, deepening inequalities and damaging the economy.

None of us want it to last any longer than it has to.

So we are setting out the phases by which we will aim to ease lockdown. They are gradual and incremental and will be matched with careful monitoring of the virus. We may, at times, need to hit the brakes on easing. However, it may also be that we are able to ease restrictions faster than we initially thought that we could.

Ministerial Foreword
continued

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The biggest single factor in all of this will be how well we continue to observe advice designed to control the virus. Continued hand washing, cough hygiene and physical distancing will be essential – so too will compliance with our test, trace, isolate and support system.

This will mean that our workplaces and our public transport will look different from normal – we have all got used to things being different and it is going to be that way for a while.

It will also mean that how we see our friends and family will be different – we will initially focus on catching up outside and with physical distancing.

Unfortunately, in some ways, easing lockdown will also be more complicated than the present situation – with the trade-off that we will be able to do more. Our messages will necessarily become more complicated as we begin to ease lockdown measures. But what we are asking you to do will allow more personal choice. Trusting each other will be vital, as will recognising that every decision we take as individuals will have an impact on our collective wellbeing.

For those who are currently shielded from the virus these balances will be particularly hard. We know that the isolation imposed by shielding over a long period of time can itself harm physical and mental health. So before the initial period of shielding ends we will set out what comes next. We will listen to your experiences and seek to provide advice that allows you to improve your quality of life while keeping your risks as low as possible.

Our test, trace, isolate and support system – or Test and Protect as we are calling it – is already being trialled and it will be a crucial tool in controlling the virus. It is an important part of our integrated strategy and is crucial for infection control, shielding and protecting shielders. It is critical for specific issues, for example, the return to schools. It is absolutely vital that we are all aware of the symptoms of the virus – a high temperature, or a persistent cough, or a loss of taste or smell – and that we know exactly what to do if we have them.

As we move through the different phases of easing it is incumbent on us to give you clear guidance on what that will mean for you. We will also give you notice as to when changes are happening so you have time to prepare.

Ministerial Foreword
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As an example of that we will be publishing guidance in the coming days for key sectors of the economy. This will allow employers and employees to work together and prepare for starting work again. We will also publish guidance on travel and public transport.

The COVID-19 crisis is both complex and uncertain. We are sharing our plans with you based on our current understanding about the epidemic, about the broader consequences of the crisis for our health, our economy and society, and about how our responses are mitigating the impacts of the crisis. Both the epidemic and our understanding continue to develop and so we too will continue to develop our plans, to share them with you and to seek your views on how they might be improved. We may not get everything in this complex and uncertain crisis right first time, but we will continue to listen and to do everything we can to improve our responses.

I know when we see other countries where lockdown conditions are already easing that we are impatient to get there ourselves. But we have to move in line with our own circumstances.

The way we make progress more quickly is by being open about where we are controlling the virus and sticking closely to the rules that are in place at the time.

We all miss our friends and family, our kids miss their schools and their friends and it's a highly anxious time for business owners and workers – so we must continue to work together to suppress the virus further and restore a way of life that is as close to normal as possible.

Nicola Sturgeon

1. Current position

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Progression of the virus in Scotland
Our society is facing the biggest challenge of our lifetime, with the way in which we live our lives significantly restricted by COVID-19. The virus continues to pose a serious threat to public health in Scotland. The Scottish Government is doing everything it can to suppress the virus and will not change restrictions until it is safe to do so. A second surge in infection would cause further harm to our health, society and economy. To judge whether and when restrictions can be changed, we will consider a range of evidence on the progress of the pandemic in Scotland.

As transmission of the virus reduces, as a result of effective responses, we expect to see stabilisation followed by a decline in the observed measures of the epidemic. Our most recent data for Scotland show there has been a welcome, sustained decline in new COVID-19 cases, hospital admissions, ICU admissions and deaths. Data is published every day on the Scottish Government Coronavirus webpages https://www.gov.scot/coronavirus-covid-19/

The restrictions that have been imposed have been extensive but necessary in order to bring down transmission. They have enabled us to prepare for the next phases, where we are better able to identify where the infection is, to give extra protection where protection is needed (shielding the vulnerable and protecting key workers) and to create safer environments (through preparing workplaces and public spaces and delivering Personal Protective Equipment (PPE) where needed). People and communities across Scotland have played an important part in this, and continue to do so, including through maintaining physical distance and hygiene. However, the virus is still with us, and will be for some time to come.

1. Current position
continued

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Significance of both the R number and the number of cases

There has been a lot of discussion about the R number – this is the rate of reproduction and it tells us the average number of people that would be infected by one individual with the virus. If R is 2, then two people would be infected by one person on average. If R is above 1, it shows that the virus is spreading in the population and, if it is below 1, the virus is declining in the population.

The R value is calculated through modelling the path of the virus, using data on cases and deaths and, as such, it is an estimate with a level of uncertainty. R is currently estimated to be between 0.7 and 1.0 for COVID in Scotland. At the start of lockdown, we think it was between 4 and 6. So that is real and very positive progress. We've also seen our estimate of the number of infectious people, currently 25,000, start to fall in recent weeks. It is vital that we keep the R number below 1 and see the number of infectious people continue to fall as, if we do not, the virus will quickly spread again and any relaxation of lockdown conditions will most likely have to be reversed. An increase beyond 1 would risk exponential growth in the number of cases, hospitalisations and deaths causing very significant harm to Scotland's health, society and economy. That is why the Scottish Government is exercising such care and caution.

For now, our advice remains to Stay at Home, except for essential work that can't be done at home, going out for food and medicine, or for exercise. When it is necessary to be outside, our advice is to stay two metres from people from other households, and to wear a face covering in enclosed spaces like shops or public transport. And we continue to recommend thorough and regular hand washing. These measures helped us break the chain of transmission and reduce the number of COVID cases, hospital admissions and deaths.

1. Current position
continued

Breaking the Chain of Transmission
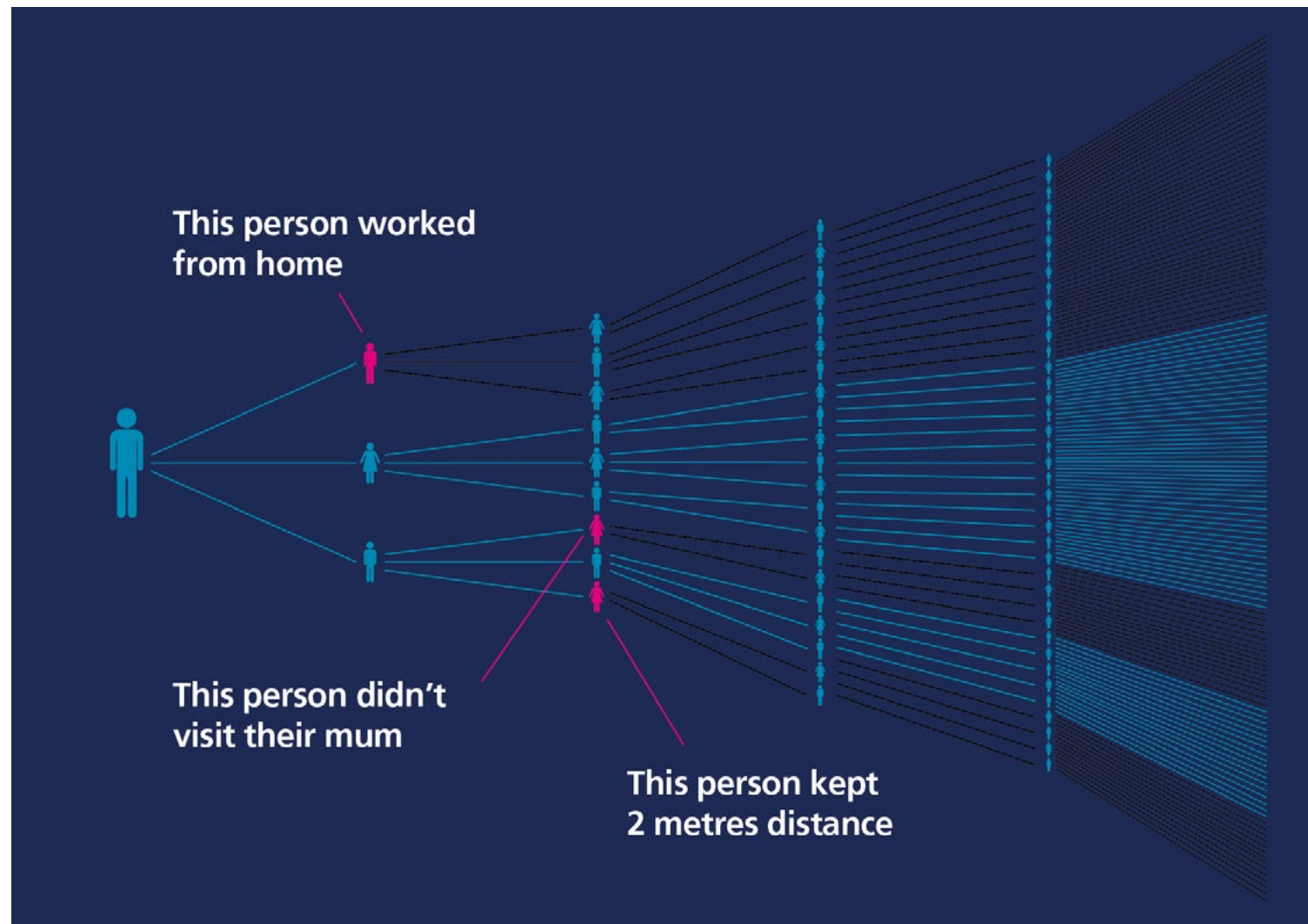
This person worked from home

This person didn't visit their mum

This person kept 2 metres distance

1. Current position
continued

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We are making progress.

However, too many people are still dying, and the situation in care homes – despite the extraordinary dedication of our care workers – remains a serious concern, so we have to be very cautious in our approach to transitioning out of lockdown.

There is some evidence that the current R number in Scotland is slightly above that elsewhere in the UK, though comparative estimates depend on models used and are subject to a significant degree of imprecision and variation over time as new data become available. If the R number is higher, this perhaps reflects the fact that our first cases came later than England's and so we may be at a different – and slightly earlier – stage of the infection curve. Differing population characteristics of Scotland relative to other parts of the UK, such as age structure and population density will also affect the measurement of R.

Our current assessment is that progress, while real, is still fragile – and that our room for manoeuvre remains limited. That is why we have so far stuck with the lockdown restrictions, making only one small change to guidance to allow people to leave their homes for the purpose of exercise more than once a day. We also want to have a test, trace, isolate, support system – Test and Protect – in place before we significantly ease restrictions.

We will continue to monitor the evidence very closely and on an ongoing basis. As we hopefully see more evidence of a downward trend in the virus, we will consider further changes as set out in this document – but we will do so on a very careful and gradual basis.

Box 1: What affects the reproduction number R?

The reproduction number (R) is affected by several factors:

- the underlying infectiousness of the organism;
- how long people who have Covid can infect others;
- the number of people in the population that the affected patients are in contact with, and how intense that contact is.
- Assuming there is a level of immunity once you have had the virus, R should decrease over time: as people become infected in a population there are fewer susceptible people left as they are either infected, have recovered, or have died.
- If policies have the effect of reducing the number of people someone comes into contact with, that would in turn reduce R.

1. Current position
continued

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Test and Protect
A key aspect of our strategy is the "test, trace, isolate, support" approach – or Test and Protect as we are now calling it. We will test people in the community who have symptoms consistent with COVID-19. We will use contact tracing, a well-established public health intervention, to identify the close contacts of those cases, who may have had the disease transmitted to them. We will ask those who test positive and their close contacts to self-isolate protecting themselves and others from transmitting the virus further. We will provide information to the public about increases in transmission and significant clusters of cases. And we will make sure that support is available to help people isolate effectively.

However, it is important to stress that Test and Protect will be most effective when levels of infection are low – lower than now – and stay low, and that its success relies on all of us knowing and agreeing what to do if we have symptoms, and being prepared to self-isolate when advised to do so.

As we lift restrictions, we will need to put in place public health measures to stop cases becoming clusters, clusters becoming outbreaks, and outbreaks becoming an uncontrolled peak that would require a return to lockdown to avoid enormous loss of life and an overwhelming of our health and care system – that is what Test and Protect is all about.

Learning from our international partners
We set out in our *Framework for Decision Making* that we will draw on WHO, European, UK, Scottish and wider international expertise to understand the virus and our responses to it.

Many countries have begun to lift physical distancing restrictions and there will be a time lag between lifting and seeing the impact. It is important to remember, however, that each country's experience of the virus is different and we need to consider Scotland's population and characteristics as we apply lessons.

1. Current position
continued

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COVID-19 related restrictions currently in place Scotland

The Scottish Government has taken decisive action to address the pandemic, imposing measures to restrict public gatherings, business activity and requiring people to stay at home unless it is absolutely essential to go out, in order to protect public health and protect the NHS. The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 came into force on 26 March to allow enforcement of those measures in recognition of the threat posed to public health from the coronavirus. The Regulations, unless amended, will expire after a period of six months from the date they entered into force. They placed unprecedented restrictions on the movement of people and the operation of businesses across Scotland and have a huge impact on Scotland's way of life.

Due to the extraordinary nature of the restrictions placed on Scottish society, Scottish Ministers have provided for a statutory review of the need for restrictions and requirements contained in the Regulations. Such a review must take place at least once every 21 days.

The physical distancing measures in place in Scotland – a mixture of regulations and guidance can be found in the Framework for Decision Making: Further Information. As of Monday 11 May we removed the once-a-day limit on exercise from guidance.

2. Framework for Decision Making

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The First Minister has set out our intention to be open and transparent about the options for Scotland in tackling this outbreak – that is why we published *COVID-19: A Framework for Decision Making* and supporting documentation. This sets out the approach and the principles that will guide us, the different factors that we will need to take into account, the assessment framework in which we will take decisions, and the preparations we need to make now.

COVID-19 is first and foremost a public health crisis, and the measures to combat it have been necessary to save lives. But those measures also cause harm, and can have the most negative impacts on some people in our society least able to withstand them. We are learning that the harms caused by the pandemic are not felt equally.

Our response to this pandemic must recognise these unequal impacts. Just as we have sought to shield those most at risk, we must continue to provide additional support for those who need it and seek to advance equality and protect human rights, including children's rights, in everything we do.

The effects of increased isolation can be particularly severe for older people, people living alone and people who require support, whether at home or in a homely setting such as a care home. Harmful effects on the economy can also impact hardest on families with low incomes and people who were already experiencing the effects of inequality. For example, the impact for women who take the disproportionate share of caring responsibilities (paid and unpaid), means they are likely to experience particular disadvantage. This will also be a significant issue for other groups already disadvantaged in employment terms, particularly disabled people, minority ethnic groups and some other groups with protected characteristics. Reductions in community support can disproportionately affect many of these groups, and the impacts will intensify the longer the lockdown continues.

We have asked those at the highest clinical risk to shield for at least 12 weeks. We do not want people to shield for any longer than necessary, as it has a clear impact on people's quality of life. We will be guided by the evidence in assessing the continued risks from the virus, as well as people's lived experience of shielding and what matters to them. We will clearly set out the way forward on shielding in the coming weeks.

2. Framework for Decision Making
continued

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Our *Framework for Decision Making* makes clear that the way we approach the COVID-19 crisis aims to protect those most at risk and to protect human rights. The measures currently in place are legally required to be lifted as soon as it is considered that they are no longer necessary to prevent, protect against, control or provide a public health response to the incidence or spread of the virus in Scotland. These considerations, aligning with our overarching commitments to human rights, equality and social justice, will be at the centre of our thinking as we consider options to relax restrictions. As the First Minister said in the Scottish Parliament on 13 May, they will "run right through every decision that we take".

This document shows how we will consider and decide on changing restrictions. We will look at the cumulative and overall impact of those measures, and of ongoing restrictions. We will not consider changes in isolation, but in all areas, assessing the impacts, positive and negative, across the aggregate of decisions and across all four harms. We will consider:

- the scale of impact, in terms of the numbers of people and businesses likely to benefit;

- whether the approaches will protect and support the groups and individuals in society most in need of support, their impact on protected characteristics, and the extent to which they would help to reduce inequalities in outcomes; and

- evidence about the impacts of the current measures and any relevant wider evidence from other countries and scientific research.

This document sets out some of the ways we are already making those decisions:

- We know that school closures are having a negative effect on many aspects of children's progress and development, including their wellbeing. This will be particularly so for some of our most disadvantaged young people. That is why we are prioritising measures such as provision of school-based education, early learning and childcare, youth work and adult learning.

- We also recognise that in transitioning through and out of the crisis we need to take a holistic approach to support those families who will be more affected than others by the impact of COVID-19 and the mitigation measures. This means asking professionals across health, early learning, schools and social work to work together to support families who are struggling, and working with the third sector to provide holistic, practical, well-being support for families.

- During the pandemic, the provision of support within people's homes may have changed to reduce the risk of disease or as a result of distancing measures. So we are supporting the operation of support services for at-risk adults.

2. Framework for Decision Making
continued

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- Necessary changes to the care home sector such as restricted visiting and a pause on normal activities and routines in order to protect residents, staff and visitors is having a significant impact on the wellbeing of residents and their loved ones. Care homes are first and foremost people's homes and it is important that we find safe ways for people to reconnect with their families and friends.

- Many households are concerned that the COVID-19 crisis will have a financial impact on them or their family. We are investing £2.3 billion into support for businesses and employers, including hardship funds for self-employed people and the creative and tourism sectors, and support for the SMEs who create so much of Scotland's employment.

- We know that the essential public health measures we have had to take, are in themselves creating an economic emergency which has had a significant impact on people's jobs, living standards and inequalities in our society. We have real sympathy for those who have had to close their businesses or who have lost their jobs and we understand the need to carefully get our economy moving again as quickly as we are able to do that safely and to help people back into work.

- We are making plans to restart housebuilding – essential if we are to meet our aspirations around reducing homelessness – and energy efficiency schemes to tackle fuel poverty.

- Necessary changes to the criminal justice system have unfortunately led to backlogs and delays which have impacts, particularly on the health of victims of crime. So we are supporting the operation of the justice system and have increased support for victims. Decisions about the operation of courts and tribunals are ultimately a matter for the senior judiciary.

We will draw on a wide range of data and expertise to understand the impacts of the pandemic and the measures to combat it. Scottish Ministers have access to a range of professional advisers and expert groups, both within and beyond the Scottish Government, including the Poverty and Inequality Commission and Equality and Human Rights Commission. We will also listen carefully to the voices of those affected to understand the lived experience on which our policies must build.

A wide range of research and analysis on COVID-19 is underway across Scotland. This includes a programme of work funded by the Chief Scientist's Office (CSO) that enables Scottish Academic Institutions to research issues arising from the COVID-19 pandemic.

2. Framework for Decision Making
continued

There is a balance of harms to weigh up in easing or re-tightening any restrictions. Public Health Scotland and collaborators have recently published a paper on the risks of distancing measures negatively impacting on people's health, and how to mitigate these wider harms[1]. It finds that the interventions in place to lower transmission of the virus can themselves cause a wide range of harms and that building a more sustainable and inclusive economy for the future will be crucial to mitigating these wider harms

In Scotland there are approximately 170,000 people shielding. Around half are over 65 years (14% over 80 years). A quarter of those shielding live in the most deprived areas of Scotland.

Structural inequality causes damage to our society, as the impacts of COVID-19 have highlighted. But the way we have responded to it as a society has shown there are ways to do things differently:

- our homelessness response focused on ensuring everyone experiencing homelessness had a home in which they could safely self-isolate and practise physical distancing;

- local services have developed new and innovative approaches to reach children in their own homes, including regular telephone and online contact, as well as practical and emotional support; and

- our approach to free school meals, working with local authorities, has shown that very large numbers of children and young people from low income families can be supported in a range of ways, including via a 'cash-first' (direct financial payments) approach.

We will take the chance, as we emerge from this period, to chart a better way forward in support of all of Scotland. As we move forward we want not simply to return to where we were, but to build on the innovative responses seen throughout the crisis to build a Fairer Scotland. We will use the lessons learned during the pandemic to help us make progress towards our long-term outcomes of lower, poverty levels, greater equality, inclusive communities and respected and enhanced realisation of human rights. Our decisions in coming weeks and months will aim to do that.

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1 https://www.bmj.com/content/369/bmj.m1557

3. Phased approach to varying restrictions

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This route map takes an evidence-led and transparent approach to easing restrictions and sets out a phased approach towards the future. This will inevitably be a future which will not just pick up where we were before this pandemic, but will be marked by the experiences we have been through. As we move forward over the coming months we will recognise that the impact of the virus has not been the same for everyone, although everyone has been affected. We will take an approach that takes us steadily towards the objectives and outcomes set out in the National Performance Framework.

The route map provides an indication of the order in which we will carefully and gradually seek to lift current restrictions, but does not attempt to specify dates for all of the different phases. Rather, as we move beyond the first phase, future phases will be based on meeting particular criteria, including those set by the World Health Organisation (WHO).

We will continue to take a cautious approach that ensures that the virus remains suppressed, while seeking to restore as much normality as possible when it is safe to do so. We will continue to hold reviews every three weeks as a minimum, to ensure we are on track and to assess whether we can accelerate or need to decelerate elements within each phase.

The Annex provides a table setting out five phases ranging from Lockdown to Phase 4 – when the virus ceases to be a significant issue, though the need for some physical distancing and hygiene measures may remain for some time. The phases contain practical examples of what people, organisations and businesses can expect to see change over time. They also show some of the things that won't change for some time to come, such as the need for enhanced public health measures.

The examples set out in this table provide broad descriptions or examples of the types of changes we will make. They will be refined and augmented over time, including through additional guidance for people and sectors.

Our steps will be careful, gradual and incremental. Businesses, public services and the third sector will need time to plan and to prepare workplaces, processes, supply chains and logistics in order to introduce any changes safely and effectively. In doing so, they must recognise the importance of the role of trades unions and of undertaking risk assessments of workplaces conducted with staff and health and safety representatives. Communities, households and individuals will also need to adapt.

3. Phased approach to varying restrictions
continued

Our plans will need to include assessments of the steps needed to reverse each option should that prove justified, necessary and proportionate.

Conditionality and criteria for moving between phases
We will use clear criteria to move between phases as we ease the restrictions that have been put in place. Every three weeks, we will review and report on whether, and to what extent we can move from one phase to another. It may be that not everything currently listed in a single phase will happen at the same time. It might be possible to lift some measures more quickly while some may take longer than we envisage now. A single phase may also span more than one review period.

To progress from Phase 0 to Phase 1, we will need to have seen evidence of transmission being controlled. This would include the R number being below 1 for at least 3 weeks and the number of infectious cases starting to decline. Evidence of transmission being controlled would also include a sustained fall in supplementary measures including new infections, hospital admissions, ICU admissions, and deaths of at least 3 weeks (WHO Criterion 1 – see Box 2).

Assuming no regression in our progress so far, we believe these conditions will allow a move into Phase 1 from 28 May. Our Test and Protect system will be in place at the end of May to support a move to Phase 1.

To progress from Phase 1 to Phase 2, we would need to have seen the R number consistently below 1 and the number of infectious cases showing a sustained decline. The WHO six criteria for easing restrictions must also be met. (We will work closely with the UK Government to ensure that the fifth criterion is met.)

3. Phased approach to varying restrictions
continued

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**Box 2: World Health Organisation:
Six key criteria for easing restrictions**

1. Evidence shows that COVID-19 transmission is controlled.

2. Sufficient public health and health system capacities are in place to identify, isolate, test and treat all cases, and to trace and quarantine contacts.

3. Outbreak risks are minimized in high vulnerability settings, such as long-term care facilities (i.e. nursing homes, rehabilitative and mental health centres) and congregate settings.

4. Preventive measures are established in workplaces, with physical distancing, handwashing facilities and respiratory etiquette in place, and potentially thermal monitoring.

5. Manage the risk of exporting and importing cases from communities with high-risks of transmission.

6. Communities have a voice, are informed, engaged and participatory in the transition.

To progress from Phase 2 to Phase 3, the WHO six criteria must continue to be met. In addition, R would require to be consistently below 1 and there must be a further sustained decline in infectious cases.

Progressing from Phase 3 to Phase 4 (the final phase in our transition), the virus must effectively have ceased to be a significant issue in Scotland. That might be because, for example, an effective vaccine has been developed and used on sufficient scale in Scotland and/or we have an effective treatment available across Scotland that essentially removed the health risk from the virus and/or transmission is so low that we are confident that the virus can be controlled without the restrictions of Phase 3.

As noted, a resurgence of cases may mean that we have to tighten restrictions again, potentially reversing back through the phases and their associated packages of restrictions. We are not planning for this to happen but will respond if necessary.

3. Phased approach to varying restrictions
continued

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As part of our collective Four Nations approach, in time we may decide to make use of the assessments made by the Joint Biosecurity Centre that was recently announced by the UK Government to inform moving between phases. Scottish Ministers will retain decision-making over any formal movement between levels for Scotland and the associated package of responses required in moving to a new level.

Within Scotland, we are keeping an open mind on the potential for regional variation as we move through the phases of the route map, if that best meets the particular circumstances and needs of the geographies concerned. We would engage with the local communities concerned before taking any geographically differentiated approach to changing restrictions.

NHS capacity and monitoring
We have demonstrated during the Lockdown phase of the pandemic our ability to mobilise extra hospital and Intensive Care Unit (ICU) capacity across our country – precisely to stop the health system being overwhelmed. We will need to retain that ability, in the event of any second peak, and, crucially, ensure that our public health capacity – in particular, to Test and Protect – is mobilised and able to cope with the level of transmission in the forthcoming phases.

And at each one of these careful, gradual, and incremental phases we will monitor the impact of the transmission of the virus. As set out above, we monitor that on a daily basis on core national surveillance measures of cases, hospitalisations, ICU numbers and deaths. We will continue to monitor these core national measures. National surveillance will also continue to include our ongoing assessment of the reproduction rate of the virus – R – and, importantly, our estimates of the numbers of infectious people in the population and the daily number of new cases. Getting this latter measure as low as possible is important for maximising the effectiveness of our Test and Protect approach.

3. Phased approach to varying restrictions
continued

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The Five Phases

This section sets out what people can expect in the five phases as we transition out of lockdown towards exit from the crisis. We know that our understanding of the epidemic and our responses to it will develop over time as we progress along the 'infection curve', consequently we will need to continue to ensure that the packages of measures in each phase remain appropriate.

The following descriptions of the measures and changes in each of the phases is therefore valid only at the point at which this document was published. However, the route map is intended to be a dynamic, living document and so readers will need to check on-line for the latest version. And it is intended to be consultative, reflecting our ongoing conversation with the people of Scotland about our response to the crisis.

If people, organisations or businesses tell us that something in the route map, or the phasing, does not look right – and this is both complex and uncertain territory – then we will listen and consider whether any change to our plans is appropriate.

Lockdown

We begin in the Lockdown phase that is currently in place. We set out in the update to the *Framework to Decision-Making* the various rules and restrictions, some set in guidance and some in regulation, that are working effectively during this phase to reduce the virus.

Please note that in each of the following phases, the rules of the previous phase continue to apply unless stated otherwise.

The description of the phases is summary rather than comprehensive: it will not include every aspect of the restrictions that is of concern.

And the location of changes within the phases is liable to vary as the evidence develops, for example, about the progression of the epidemic – and therefore what is safe to introduce at a given point in time – and about the impact of the changes themselves.

3. Phased approach to varying restrictions
continued

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Phase 1

We are set to move to Phase 1 following the 28 May end-of-cycle review of the COVID-19 regulations, if the evidence supports that. In Phase 1, the virus would not be fully contained. There is a continued risk of overwhelming NHS capacity without significant restrictions remaining in place. To progress to Phase 1, R must have been below 1 for at least 2 weeks and the number of infectious cases starting to decline. However there would have been sustained reductions in new infections, hospital admissions, ICU admissions, deaths (WHO Criterion 1). Test and Protect capacity will be ramped up, with staff being recruited and digital systems being designed.

During Phase 1 a number of changes to the rules would be made – potentially over more than one review cycle (after 28 May, the next review cycle concludes on 18 June). Some of these changes would be to guidance and some to regulations. In addition, a number of public services that had either been paused or scaled back because of the crisis would now be resumed or expanded. **The rules set out in the previous (Lockdown) phase apply except as set out below.**

Seeing family and friends: we are planning in this phase to change regulations to permit people to use public outdoor spaces for recreational purposes, for example to sit in a public space. We are also planning for one household to meet up with another household outdoors, in small numbers, including in gardens, but with physical distancing required.

We expect no public gatherings except for meetings of two households and only outdoors and with physical distancing.

Getting around: Consistent with the reopening of workplaces set out in this phase, where home working is not possible, businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns.

You will also be permitted to travel short distances for outdoor leisure and exercise but advice to stay within a short distance of your local community and travel by walk, wheel and cycle where possible.

International border health measures are set to be introduced.

3. Phased approach to varying restrictions
continued

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Schools, childcare and other educational settings: We are planning in this phase to change guidance so that staff can return to schools and for an increased number of children to access critical childcare provision including the re-opening of child minding services and fully outdoor nursery provision. We are planning to make support available to pupils at key transition points, e.g. those due to start P1 or S1 where possible.

Working or running a business: In this phase we are planning for remote working to remain the default position for those who can.

For those workplaces that are reopening, employers should encourage staggered start times and flexible working.

We are also planning for outdoor workplaces to resume with physical distancing measures in place once guidance is agreed.

We are also planning for the construction sector to implement the first two phases in its restart plan with a decision to move to 'phase 2' of the construction sector's plan only after consulting with government to ensure it is safe to do so in line with public health advice.

We are preparing for the safe reopening of the housing market.

Workplaces resuming in the following phases can undertake preparatory work on physical distancing and hygiene measures in this phase.

Shopping, eating and drinking out: In this phase we are planning the gradual opening of drive through food outlets as well as the re-opening of garden centres and plant nurseries with physical distancing. Associated cafes (e.g. in garden centres) should not reopen at this stage except for take away.

Sport, culture and leisure activities: In this phase we are planning to allow unrestricted outdoors exercise adhering to distancing measures and non-contact outdoor activities in the local area – such as golf, hiking, canoeing, outdoor swimming, angling – consistent with the wider rules and guidance applicable to any activity in this phase.

Community and public services: We are planning the gradual resumption of key support services in the community. We are expecting to restart face-to-face Children's Hearings and for there to be greater direct contact for social work and support services with at-risk groups and families, and for there to be access to respite/day care to support unpaid carers and for families with a disabled family member. All of these would involve appropriate physical distancing and hygiene measures.

3. Phased approach to varying restrictions
continued

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We are planning for the opening of Household Waste Recycling Centres.

We are also planning the re-opening of court and tribunal buildings, with limited business and public access.

Gatherings and occasions: In this phase we are expecting no public gatherings except for meetings of two households and then only outdoors and with physical distancing.

Health and Social Care: In this phase we expect to begin the safe restart of NHS services, covering primary, and community services including mental health.

We are also planning on retaining COVID-free GP services and planning a further scale up of digital consultations.

We expect to roll out the NHS Pharmacy First Scotland service in community pharmacies and increased care offered at emergency dental hubs as practices prepare to open. We will also restart, where possible, urgent electives previously paused. And there will be a resumption of IVF treatment, as soon as it is safe to do so, and subject to the approval of Human Fertilisation and Embryology Authority.

There will be an increase provision of emergency eyecare in the community.

We will consider the introduction of designated visitors to care homes.

The Test and Protect system will be available across the country.

3. Phased approach to varying restrictions
continued

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Phase 2
To progress to Phase 2, the virus must now be controlled, R must be consistently below 1 and the six WHO criteria described above must now be in place. Any signs of resurgence will be closely monitored as part of enhanced community surveillance but the risk of spreading the virus remains.

During this phase, further changes are made to ease the restrictions in place and further resumptions or expansions of public services are made. **The rules set out in the previous phase apply except as set out below.**

Seeing family and friends: In Phase 2, you would be able to meet outside with larger groups including family and friends with physical distancing. You would also be able to meet people from another household indoors with physical distancing and hygiene measures.

Getting around: In Phase 2, consistent with the reopening of workplaces set out in this phase, it is our plan that the default position is for people to work from home where possible. Where that is not possible, businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns.

People will be able to drive locally for leisure and exercise purposes.

We are planning for public transport operating increased services but capacity would still be significantly limited to allow for physical distancing. Travel at peak times would remain discouraged as far as possible.

There may be geographical differences in approaches to transport depending on circumstances.

Schools, childcare and other educational settings: In Phase 2 we are planning for on campus university lab research to restart subject to physical distancing.

Working or running a business: In Phase 2, remote working should remain the default position for those who can. **Indoor non-office-based** workplaces can resume, once relevant guidance has been agreed – including factories and warehouses, lab and research facilities – with physical distancing. We are planning for the construction industry to move to later phases of its sectoral restart plan.

We anticipate a relaxation of restrictions on housing moves.

3. Phased approach to varying restrictions
continued

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Shopping, eating out and drinking: We expect that previously closed small retail units will be allowed to re-open with physical distancing in place. We are also planning on opening outdoor markets with physical distancing, hygiene measures and controls on numbers of people.

Physical distancing: Pubs and restaurants can open outdoor spaces with physical distancing and increased hygiene routines.

Sport, culture and leisure activities: In Phase 2, we are planning a reopening of playgrounds and sports courts with physical distancing, and a resumption of professional sport in line with public health advice.

Community and public services: Scaling up of public services from Phase 1 where it is safe to do so.

Gatherings and occasions: In Phase 2, we plan for registration offices to open for high priority tasks. Places of worship would be able to open for private prayer with physical distancing and hygiene safeguards. We are also planning to allow marriages, civil partnerships and other types of ceremonies to take place with a limited number of attendees.

Health and Social Care: In Phase 2, remobilisation plans will be implemented by Health Boards and Integrated Joint Boards to increase the provision for the backlog of demand, urgent referrals and the triage of routine services.

This phase will see the reintroduction of some chronic disease management, which could include pain and diabetic services.

Prioritised referrals to secondary care will begin.

We expect to expand the range of GP services, optometry and ophthalmology services and see an increase in availability of dental services.

There will be an increased number of home visits to shielded patients.

We will continue to plan with COSLA and Scottish Care and other national and local partners to support and, where needed, review social

care and care home services.

Phased resumption of visiting to care homes by family members in a managed way where it is clinically safe to do so.

3. Phased approach to varying restrictions
continued

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Phase 3

Phase 3 will begin to feel closer to normal. The virus will have been suppressed and Test and Protect working across Scotland means we will understand where any additional local measures might be required. Many workplaces will already have adapted, with physical distancing the norm. Communities will be fully engaged and participating in the transition back to a more open life and economy.

This phase has a significant number of changes which impact many people, and the planned changes may need to happen over more than one review cycle of the regulations.

Seeing family and friends: By this stage, you will be able to meet with people from more than one household indoors with physical distancing and hygiene measures.

Getting around: In this phase you can drive beyond your local area for leisure and exercise purposes. Public transport will be operating full services but capacity will still be significantly limited to allow for physical distancing. Travel at peak times will be discouraged as far as possible. There may be geographical differences in arrangements depending on local circumstances.

Schools and childcare settings: We are planning for children to return to school under a blended model of part-time in-school teaching and part-time in-home learning. Public health measures including physical distancing will be in place. Subject to the evidence and progress of the epidemic **we expect schools to open on August 11**.

We are planning for all childcare providers to reopen subject to public health measures, with available capacity prioritised to support key worker childcare, early learning and childcare (ELC) entitlement and children in need.

We are planning for a phased return for universities and colleges with a blended model of remote learning and limited on-campus learning where a priority. Public health measures including physical distancing will be in place.

Working or running a business: In Phase 3 remote working remains the default position for those who can. **Indoor office** workplaces including contact centres can reopen, once relevant guidance has been agreed and with physical distancing.

3. Phased approach to varying restrictions
continued

Shopping, eating out and drinking: We are planning for larger retail to reopen with physical distancing.

Pubs and restaurants can open indoor spaces with physical distancing and increased hygiene routines. Personal retail services including hairdressers can open (with appropriate distancing and hygiene measures).

Sport, culture and leisure: Museums, galleries, cinemas, and libraries can open, subject to physical distancing and hygiene measures.

Gyms can open subject to physical distancing and hygiene measures.

Relaxation of restrictions on accommodation providers (including hotels, B&Bs and holiday homes).

Live events permitted with restricted numbers and physical distancing restrictions

Community and public services: Outside of health and social care, the main changes to public services will be a further resumption of justice system processes and services.

Gatherings and occasions: People can meet in extended groups subject to physical distancing. Places of worship can open to extended groups subject to physical distancing and hygiene safeguards.

We will relax restrictions on funeral attendance, marriages, civil partnership and other services to beyond close family.

Health and Social Care: We will see an expansion of screening services and adult flu vaccinations in care homes and at home. All dental practices will begin to see registered patients.

All community optometry will reopen with social distancing safeguards.

Some communal living experience can be restarted when it is clinically safe to do so.

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3. Phased approach to varying restrictions
continued

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Phase 4
In this, the final phase in our transition through the crisis, the virus remains suppressed to very low levels and is no longer considered a significant threat to public health, but society remains safety conscious. All WHO criteria continue to be met. A vaccine and/or effective treatment may have been developed. Test and Protect continues to be fully operational in all 14 Health Board areas. Scotland is open with precautions and the importance of hygiene and public health are emphasised. It could be many months, or longer, until we reach this phase.

Seeing family and friends: We will expect to see further relaxation on restrictions on gatherings and the continued importance of hygiene and public health will be emphasised.

Getting around: Public transport would be operating a full service and capacity. Physical distancing may remain in place, subject to scientific advice.

Schools and childcare settings: Schools and child care provision would be operating with any necessary precautions.

College and university campuses would be fully open – including key student services – with any necessary precautions

Working or running a business: Remote and flexible working remains encouraged. All types of workplaces would be open in line with public health advice.

Shopping, eating out and drinking: All types of outlets would be open in line with public health advice. Shop local could still be encouraged.

Sport, culture and leisure: There would be a further relaxation of restrictions on live events in line with public health advice.

Community and public services: Public services would be operating fully, in line with public health advice, with modifications and changes to service design, including increasing use of digital services where appropriate.

Gatherings and occasions: Mass gatherings could resume in line with public health advice.

All ceremonies could now take place with any necessary precautions.

Health and Social Care: The full range of health and social care services would be provided with greater use of technology to provide improved services to citizens.

4. Partnership Approach

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There is an understandable desire to see a plan that will provide some certainty as we move towards the future. However, the reality is that there is much that we do not yet know about the virus and the way in which the pandemic will develop. As mentioned above, not everything will happen in one phase or necessarily at the same time. It may be that we can do some of the things planned for one phase, but not others. Some things may happen more quickly, some will take longer. We will also need to monitor Test and Protect in each phase.

This is the first iteration of a consultative and dynamic document. We are listening to the views of key partners and stakeholders, to businesses, organisations and people across Scotland as we develop our plans, in particular in advance of the next end-of-cycle review date on 28 May.

The people of Scotland
We have initiated an open and transparent conversation with the people of Scotland. That conversation has been supported by the publication of the evidence we have relied upon to make important decisions about transitioning out of the current lockdown arrangements. Our online platform was open between 5 May and 11 May and in that time we received more than 4,000 ideas and almost 18,000 comments. We are publishing alongside this route map a summary of what we have heard.

These ideas and comments are being used to inform the decisions we will be taking on moving out of the current lockdown. At its heart, the summary shows that the people of Scotland are trying to balance the imperative of tackling this virus with the very human desire to see friends and family, to help our economy recover and to improve our quality of life. There's also a strong sense of people taking personal responsibility and expecting that of their fellow citizens, and of the balance between asking the government to ease the restrictions on their freedom and a commitment to take personal responsibility for their role in controlling the virus.

This is just the beginning of our discussions with the people of Scotland. The World Health Organization, in their strategy for transition, emphasize that "communities have a voice, are informed, engaged and participatory in the transition". We are committed to that. We need to have an honest conversation about the difficult judgements we face, and their evidential basis, every step of the way. The digital platform is one step in a broader public engagement initiative that we are now developing and which will be set out in future weeks.

4. Partnership Approach
continued

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Key partners in Scotland
In order to address the COVID-19 crisis we have sought to be as inclusive as possible in our decision making and involve a wide range of experts to help us work through the many facets of our response. We recognise that local government and Police Scotland have vital roles in the operational oversight and management of physical distancing measures. We have engaged with local government and Police Scotland as we have developed the route map and the approach to the easing of the lockdown and will engage further – both in the run up to 28 May and as we progress through the phases.

In taking decisions about the recovery of education, we have worked closely with local government, teacher unions and the national parents' organisation. The COVID-19 Education Recovery Group, chaired by the Deputy First Minister, has led this work and has considered all practical options that will allow us to strike the right balance between safety, healthcare, wellbeing and learning as schools begin to reopen.

A Strategic Framework has been jointly agreed and is to be used at local level in conjunction with Local Phasing Delivery Plans for the reopening of schools and early learning and childcare provision in Scotland. It highlights that we are working to enable as many children and young people as possible to return to education and care settings at the earliest date on which it is safe to do so. This can only be undertaken with careful planning and clear communication to pupils, parents, carers and staff to build confidence and assurance that the health and scientific advice justifies such a position.

We aim to restart school education for almost all children and young people in Scotland in August. Subject to public health guidance, teachers and other school staff should be returning to schools in June, to plan and prepare for the new model of learning that will be implemented in August. This new model, will include physical distancing and significantly reduced class sizes as well as enhanced hygiene regimes. As a result most pupils will spend around half their time in school and half learning at home. Health and safety guidance, including risk assessments, will be in place prior to staff returning to school in June.

Mindful of the impact of lockdown on many of our most vulnerable children, local authorities will work with partners to increase the numbers of children attending critical childcare provision including hubs. This will include both keyworker children and children whom teachers, ELC professionals and other partners, in consultation with the local authority, think would benefit most from early direct contact with education and

4. Partnership Approach
continued

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care staff. There should be a particular focus on supporting children at key transition points (e.g. due to start P1 or S1) which may include some in-school experience in late June, where possible and safe to implement, so that they are supported to take the next steps in their education.

In taking and implementing decisions about how we restart our economy, we must work in close collaboration with employers, trade unions and workplace regulators, including the Health and Safety Executive and Local Authorities. We must restart the economy safely and this has to be built around three pillars:

- successful measures to suppress the virus, including the ability to test, trace and isolate further cases effectively;

- the right structure for workplace regulation; and

- guidance that promotes fair and safe workplaces and sectors.

Sector-specific guidance will work alongside UK Government guidance to give employers, workers and customers confidence that our workplaces are safe, when the time is right to restart. We will work collectively with regulators to ensure that the right advice, support and enforcement

measures are in place to help employers undertake risk assessments and put in place measures to keep workers safe. This will include taking steps to help people to continue to work from home and providing support where required for those with caring responsibilities or who are self-isolating or shielded, in line with our Fair Work principles agreed with the STUC.

We have also been engaging with a wide range of stakeholders, including third sector organisations, the Equality and Human Rights Commission (EHRC) and the SHRC (Scottish Human Rights Commission), the Children and Young People's Commissioner – Scotland, the Poverty and Inequality Commission and the Poverty Truth Commissions we support across Scotland, to understand the impact of the lockdown measures on human rights, including children's rights, and people at particular risk of negative impact from them (such as women, children, older people, disabled people and minority ethnic communities). Regular virtual roundtables have also been taking place with stakeholder groups to ensure we are hearing the latest intelligence on emerging impacts and the issues people are facing. This dialogue is feeding into our consideration of how to phase the easing of lockdown restrictions.

4. Partnership Approach
continued

Just as there has been a disproportionate impact of COVID-19 itself, some of the measures to release restrictions may also inadvertently exacerbate inequality which is why it is essential that we continue dialogue with the public and with a wide range of stakeholder groups to ensure everyone's voice is heard and we consider all the impacts of easing restrictions.

Four Nations Co-operation
The Scottish Government has been working with the UK and Welsh Governments and the Northern Ireland Executive in its response to the pandemic, exchanging information and ideas and taking action collectively on a "four nations" basis where it is appropriate to do so. The circumstances and progress of the epidemic vary across the four countries, so there is a shared recognition that the approach taken in each, including the pace at which lockdown measures are adjusted, may vary. We will take distinctive decisions for Scotland if the evidence and judgement tells us that is necessary.

England, Wales and Northern Ireland have all published their own plans for how to lift the lockdown in their respective nations.

It is important to note that as the rate of infection may be different in different parts of the UK, our route map should be considered alongside local public health and safety requirements for England, Wales and Northern Ireland. If people in the future are travelling to other parts of the UK then they should follow the relevant guidance in place.

The Scottish Parliament
Democratic scrutiny of the response of the government and the public sector to the COVID-19 crisis is crucial. The legislation putting in place lockdown restrictions was approved by the Scottish Parliament and its approval will also be needed for most substantive changes.

The Parliament has also considered two major bills brought forward by the Scottish Government to support individuals, such as tenants of rented housing, and organisations to cope with the consequences of the epidemic and to allow public services and legal proceedings to continue in the current circumstances. We will continue to keep the Scottish Parliament informed both of the progress of the epidemic and our decisions as we progress through the pandemic.

4. Partnership Approach
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The Scottish Government is also committed to undertaking a Fairer Scotland Duty assessment of both Coronavirus (Scotland) Acts 2020 at the end of their initial period (30 September 2020). This will review the measures against evidence on the impacts on socio-economically disadvantaged groups and identify further opportunities to reduce or mitigate any inequalities arising.

We welcome the creation of the new COVID-19 Committee and the scrutiny that it and other parliamentary committees bring to our decision making.

5. Conclusion

The aim of this document is to provide a sense of direction as we learn to live with, and hopefully eradicate, this virus. In some ways it shows us what our collective hard work and fortitude will get us.

To be clear, in every phase that hard work will include:

- regular hand washing;

- appropriate cough and sneeze etiquette;

- being acutely aware of the symptoms of the virus;

- engaging with the Test and Protect system; and

- isolating if you have the virus or someone you have been in contact with has had it.

There will be times, like now, where progress feels slow. Sometimes that will be outwith our control, for example if we learn new things about the virus. Sometimes that will require us to double down on our compliance with the rules in place at that time. We also cannot rule out having to take a step backwards if the virus is starting to spread more rapidly again.

We will also need to keep each of the phases constantly under review as we learn to live with the virus and see the impact the suggested changes make. So we will need to be nimble and be able to change our approach as we progress. We will update this route map as we do so.

Ultimately, however, we will start to return to normal. We will spend time with our family and friends without using a screen, visit our favourite cafés, pubs and restaurants and see our businesses grow and innovate.

We have seen how this virus has impacted most on our poorest communities – bringing into sharp focus how inequality impacts on every aspect of an individual's life. Local public services, charities and communities have found new and remarkable ways of supporting individuals – from simply keeping in touch to providing specialist support in creative ways to some of our people most in need. These individual actions often make the biggest difference.

5. Conclusion
continued

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The crisis has also put at risk many industries and jobs and we will have to work to support businesses to innovate to recover and then return to growth and give our people the skills to adjust to the changes that lie ahead. That will require the support of our fantastic universities and colleges. We have made big changes already to cope with the virus: some of those we may want to keep, others we will need to learn from.

In the short term we will need to do more locally – support local businesses, build local supply chains, use local skills and build local demand. This will give us a strong platform to turn ourselves back toward the rest of the world.

And we will also look forward to welcoming the world back to Scotland, to our incredible landscapes, town and cities and to our festivals and culture.

To a Scotland which is greener, fairer and more prosperous.

This document sets out how we move carefully and safely towards that future and we hope that it helps every one of us think about our own part in that.

Annexes

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	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Epidemic Status	High transmission of the virus. Risk of overwhelming NHS capacity without significant restrictions in place.	High risk the virus is not yet contained. Continued risk of overwhelming NHS capacity without some restrictions in place.	Virus is controlled but risk of spreading remains. Focus is on containing outbreaks.	Virus has been suppressed. Continued focus on containing sporadic outbreaks.	Virus remains suppressed to very low levels and is no longer considered a significant threat to public health.
Criteria/ Conditions	R is near or above 1 and there are a high number of infectious cases.	R is below 1 for at least 3 weeks and the number of infectious cases is starting to decline. Evidence of transmission being controlled also includes a sustained fall in supplementary measures including new infections, hospital admissions, ICU admissions, deaths of at least 3 weeks.	R is consistently below 1 and the number of infectious cases is showing a sustained decline. WHO six criteria for easing restrictions must be met. Any signs of resurgence are closely monitored as part of enhanced community surveillance.	R is consistently low and there is a further sustained decline in infectious cases. WHO six criteria for easing restrictions must continue to be met. Any signs of resurgence are closely monitored as part of enhanced community surveillance.	Virus is no longer considered a significant threat to public health.

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Scottish Government COVID-19 Routemap

	Lockdown	**Phase 1**	**Phase 2**	**Phase 3**	**Phase 4**
Protections advised in each phase	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
	Physical distancing requirements in place.	Physical distancing requirements in place.	Physical distancing requirements in place.	Physical distancing requirements in place.	Physical distancing requirements to be updated on scientific advice.
	Frequent handwashing and hygiene measures for all.	Frequent handwashing and hygiene measures for all.	Frequent handwashing and hygiene measures for all.	Frequent handwashing and hygiene measures for all.	Frequent handwashing and hygiene measures for all.
	Cough etiquette is maintained.	Cough etiquette is maintained.	Cough etiquette is maintained.	Cough etiquette is maintained.	Cough etiquette is maintained.
	Face coverings in enclosed public spaces, including public transport.	Face coverings in enclosed public spaces, including public transport.	Face coverings in enclosed public spaces, including public transport.	Face coverings in enclosed public spaces, including public transport.	Face coverings may be advised in enclosed public spaces, including public transport.
	Shielding: We know how hard people at the highest clinical risk are finding the advice to shield, and that you are concerned about what will follow the initial 12 week shielding period. We will be updating the advice to people who are shielding in the course of the coming weeks. We will base that advice on what you are telling us about what matters to you, as well as on the evidence, in order to improve your quality of life while keeping your risks as low as possible.				

Notes: Above examples are illustrations, and are not intended to be comprehensive. Each phase description should be viewed as a general description rather than precise definitions of permitted activities.

All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds.

Scottish Government COVID-19 Routemap

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	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Seeing family and friends	Strict physical distancing and hygiene measures. Contact should be within own household only. No public gatherings except for meetings of two people permitted. Self-isolation/household isolation if displaying symptoms. Shielding of very high risk individuals.	More outdoor activity permitted – such as being able to sit in the park, as long as physically distanced. Meeting up with another household outdoors, in small numbers, including in gardens, but with physical distancing required	Able to meet with larger groups including family and friends **outside** with physical distancing. Meeting people from another household **indoors** with physical distancing and hygiene measures.	Able to meet with people from more than one household **indoors** with physical distancing and hygiene measures.	Further relaxation on restrictions on gatherings. Continued importance of hygiene and public health emphasised.
Getting around	Stay at home with essential travel only, staying in local area. Active travel including walking and cycling in local area for daily exercise. Public transport operating with limited service and capacity with physical distancing. Passengers recommended to wear face coverings, only to travel for essential purposes and to avoid busy routes/periods.	Consistent with the reopening of workplaces set out in this phase, where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns. Permitted to travel short distances for outdoor leisure and exercise but advice to stay within a short distance of your local community (broadly within 5 miles) and travel by walk, wheel and cycle where possible. International border health measures are introduced.	Consistent with the reopening of workplaces set out in this phase, where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns. People are permitted to drive locally for leisure purposes. Public transport operating increased services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible. May be geographical differences depending on circumstances.	Can drive beyond local area for leisure and exercise purposes. Public transport operating full services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible. May be geographical differences depending on circumstances.	Public transport operating full service. Physical distancing may remain in place.

Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Schools, childcare and other educational settings	Schools and childcare services closed. Measures in place to support home learning and to provide outreach services to vulnerable children. Critical childcare provision for key workers and vulnerable children provided through hubs, nurseries and childminding services. Universities and colleges closed – remote learning and research.	School staff return to schools. Increased number of children accessing critical childcare provision. Re-opening of child minding services and fully outdoor nursery provision. Transition support available to pupils starting P1 and S1 where possible.	On campus university lab research restarted subject to physical distancing.	Children return to school under a blended model of part-time in-school teaching and part-time in-home learning. Public health measures (including physical distancing) in place. Subject to the progress of the scientific evidence, schools are expected to open on this basis on 11 August. All childcare providers reopen subject to public health measures, with available capacity prioritised to support key worker childcare, early learning and childcare (ELC) entitlement and children in need. Universities and colleges phased return with blended model of remote learning and limited on campus learning where priority. Public health measures (including physical distancing) in place.	Schools and childcare provision, operating with any necessary precautions. College and university campuses open – including key student services with any necessary precautions.

Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	**As with previous phase but with the following changes:**	**As with previous phase but with the following changes:**	**As with previous phase but with the following changes:**	**As with previous phase but with the following changes:**
Working or running a business	Closure of non-essential workplaces. Social distancing requirements for essential businesses. Remote working is the default position.	Remote working remains the default position for those who can. For those workplaces that are reopening, employers should encourage staggered start times and flexible working. Non-essential **outdoor** workplaces with physical distancing resume once relevant guidance agreed. Construction – Phases 0-2 of industry restart plan can be implemented. Industry to consult government before progressing to phase 2.) Preparing for the safe reopening of the housing market. Workplaces resuming in later phases can undertake preparatory work on physical distancing and hygiene measures.	Remote working remains the default position for those who can. Non-essential **indoor non-office-based** workplaces resume once relevant guidance agreed – including factories & warehouses, lab & research facilities – to re-open with physical distancing. Construction sector to implement remaining stages of phased return. Relaxation of restrictions on housing moves.	Remote working remains the default position for those who can. Non-essential **indoor office** workplaces can open, once relevant guidance agreed, including contact centres with physical distancing.	Remote and flexible working remains encouraged. All workplaces open with improved hygiene and in line with public health advice.

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Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Shopping, eating and drinking out	Shopping for necessities, with distancing measures. Closure of non-essential retail, libraries and some indoor public spaces. Closure and restriction of businesses selling food or drink. Closure of outdoor markets.	Gradual re-opening of drive through food outlets. Garden centres and plant nurseries can reopen with physical distancing. Associated cafes should not reopen at this stage except for takeaway.	Previously closed small retail units can reopen with physical distancing. Outdoor markets with physical distancing, hygiene measures and controls on numbers of people within market. Pubs and restaurants can open outdoor spaces with physical distancing and increased hygiene routines.	Larger retail can reopen with physical distancing. Pubs and restaurants can open in indoor spaces with physical distancing and increased hygiene routines. Personal retail services including hairdressers open (with distancing and hygiene.)	All open with improved public health advice. Shop local still encouraged.
Sport, culture and leisure activities	Daily (unlimited) exercise. Closure of entertainment premises and leisure facilities. Closure of playgrounds. Closure of holiday accommodation.	Consistent with the rules and guidance that are applicable to any activity in this phase: Unrestricted outdoors exercise adhering to distancing measures. Non-contact, outdoor activities in your local areas e.g. golf, hiking, canoeing, outdoor swimming, angling.	Reopening of playgrounds and sports courts. Resumption of professional sport in line with public health advice.	Museums, galleries, libraries, cinemas open, subject to physical distancing and hygiene measures. Gyms open subject to physical distancing and hygiene measures. Relaxation of restrictions on accommodation providers. Live events permitted with restricted numbers and physical distancing restrictions.	Further relaxation of restrictions on live events in line with public health advice.

Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Community and public services	Limited number of courts open and business limited. All jury business halted. Other services restricted where necessary in line with public health advice.	Gradual resumption of key support services at the community level with physical distancing and hygiene measures. Restarting face-to-face Children's Hearings with physical distancing. Greater direct contact for social work and support services with at-risk groups and families with physical distancing and hygiene measures. Access to respite/day care to support unpaid carers and for families with a disabled family member. Household Waste Recycling Centres open. Re-opening of court and tribunal buildings, with limited business and public access.	Further scaling up of public services from Phase 1 where it is safe to do so.	Further resumption of justice system processes and services.	Public services operating fully, in line with public health advice, with modifications and changes to service design, including increasing use of digital services where appropriate.

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Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Gatherings and occasions	No public gatherings of more than two people. No mass gatherings. Funerals take place with limited number of attendees.	No public gatherings permitted except for meetings of two households, outdoors and with physical distancing.	Registration offices open for high priority tasks. Places of worship open for private prayer under physical distancing rules and hygiene safeguards. Allow marriages and civil partnerships and other types of ceremonies to take place with minimal number of attendees.	People can meet in extended groups subject to physical distancing. Places of worship open to extended groups subject to physical distancing and hygiene safeguards. Relaxation of restrictions to attendance at funerals, marriages and civil partnerships beyond "close family".	Mass gatherings resume in line with public health advice. All ceremonies can take place, with improved hygiene and other precautions.
Health and social care	All non-urgent care health care services stopped and capacity focused on COVID-19 response: COVID hubs and assessment centres. Urgent care including dental and the creation of ICU capacity. Joint working to reduce delayed discharges by over 60% and prioritising "home first" and prioritisation of safety and wellbeing of care home residents and staff. Urgent and cancer care still available.	Beginning to safely restart NHS services, covering primary, and community services including mental health. Phased resumption of some GP services supported by an increase in digital consultations. Roll out the NHS Pharmacy First Scotland service in community pharmacies. Increase care offered at emergency dental hubs as practices prepare to open. Restart, where possible, urgent electives previously paused.	Remobilisation plans implemented by Health Boards and Integrated Joint Boards to increase provision for pent up demand, urgent referrals and triage of routine services. Reintroduce some chronic disease management which could include pain services, diabetic services. All dental practices open to see patients with urgent care needs. Urgent care centres provide urgent aerosol generating procedures. Prioritise referrals to secondary care begin.	Emergency and planned care services delivered. Expansion of screening services. Adult flu vaccinations including in care homes and care at home. All dental practices begin to see registered patients for non-aerosol routine care. Urgent care centres to provide aerosol generating procedures. All community optometry reopens with social distancing safeguards.	Full range of health and social care services provided and greater use of technology to provide improved services to citizens.

Scottish Government COVID-19 Routemap

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
Health and social care continued		Resumption of IVF treatment, as soon as it is safe to do so, and subject to the approval of HFEA. Increase provision of emergency eyecare in the community. We will consider the introduction of designated visitors to care homes.	Increase number of home visits to shielded patients. Continue to plan with COSLA and Scottish Care to support and, where needed, review of social care and care home services. Phased resumption of some screening services. Expand range of GP services. Phased safe resumption of essential optometry/ ophthalmology services. Phased resumption of visiting to care homes by family members in a managed way where it is clinically safe to do so	Some communal living experience can be-restarted when it is clinically safe to do so.	

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All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds.

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Local Outcome Improvement Plan 2018-28

Progress Report March 2020

Contents

Introduction

The newly formed Local Outcome Improvement Plan (LOIP) Delivery Group, established by the Edinburgh Partnership Board, provides a unique opportunity for leaders from a diverse range of organisations to come together to make a difference in the challenging areas of poverty, inequality and deprivation, and to shape community planning over the next ten years. The issues that concern us are so complex they are beyond the ability of any single agency to tackle in isolation. As a group, the LOIP's task is navigate a complex landscape of organisations, projects and services to bring clarity and focus to its three priorities for the people of Edinburgh to have:

1. Enough money to live on,
2. Access to work, learning or training opportunities,
3. A good place to live.

Since its first meeting in August 2019, the group has discovered many strengths and attributes on which to build over the months and years ahead: energy and passion, breadth of experience, diversity of thought and a desire to work collaboratively to bring about change.

A key purpose of the group is to make connections, not only between people and organisations across public, private and third sectors, but also between ideas and themes being rehearsed across the partnership arena that reflect its own concerns: the 3 B's of the Edinburgh Children's Partnership; the recommendations of the Poverty Commission; our joint Corporate Parenting responsibilities; the Place Based Opportunities Programme; and the city's Locality Improvement Plans. By informing and connecting these and other areas of work, the LOIP is well placed to shape how future communities will live together, build communities and access services. These diverse yet inter-related pieces of work, when brought together, will shape the future of the city and its people in line with the three priorities of the LOIP.

The LOIP Delivery Group has a key role in reminding partners of the shared aims and correspondences between the vast array of work streams going on across the city, not only through advocacy and awareness raising, but also by making connections and identifying synergies to reduce duplication, and add value to existing programmes.

A collegiate approach to delivering change is essential to the Christie principles of empowering communities, working in partnership, investing in prevention and early intervention, and adopting whole systems approaches that reduce duplication and break down silos. The LOIP Delivery Group has begun a long journey that requires patience, resilience and mutual trust to ensure that the relationships we build today extend far beyond the board room and into the communities, whose wellbeing we seek to ensure.

I am pleased to present the first LOIP Delivery Group update to the Edinburgh Partnership Board.

Richard Thomas,

Chair, Local Outcome Improvement Plan Delivery Group

Superintendent, Police Scotland

Section A: Overview

The Local Outcome Improvement Plan (LOIP) is a legislative requirement of the Community Empowerment (Scotland) Act 2015 and provides a framework for partnership action to improve the quality of life for the people experiencing the greatest inequality.

The plan, developed jointly by community planning partners, is based on what communities have said are the issues for them. The plan sets the strategic direction for community planning based on three priority workstreams to ensure citizens across all parts of Edinburgh have: enough money to live on, access to work, learning and training and a good place to live. The plan focuses on priorities and actions which address poverty and inequality, and which are thorny issues that can only be addressed by collaborative working by partners. The plan provides the framework within which every partner can make an active contribution to meeting the agreed shared priorities.

During 2019 new governance arrangements, agreed by the Edinburgh Partnership Board, were established. The new Local Outcome Improvement Plan Delivery Group has responsibility for the development and delivery of the LOIP. The group provides the necessary leadership to ensure the priorities are delivered, allows for collaborative action to tackle shared challenges, creates new initiatives and partnership activity and seeks to combine partnership assets to drive change and deliver improved outcomes.

As a new group, in addition to progressing the areas of focus identified in the plan, as set out in Section C, work has been carried out to embed the principles set by the Edinburgh Partnership Board by establishing a business case approach and assessment methodology for existing and new activity. This is in line with the evidence based approach to assure additionality and prevent duplication, recognising the LOIP sits within a broader strategic framework in the city. Whilst still in its early stages of development, the multi-disciplinary membership has established a collegiate way of working to drive forward the ambition to effect change. Activity within this context has included holding a thematic meeting focussed on the work of the Poverty Commission, a workshop to identify common core themes such as communication, engagement and innovation and a mapping exercise within respective organisations to identify service gaps and potential areas for partnership working.

Section B: Performance Overview

This report gives an update on the high-level outcomes that represent the longer term aims of the actions undertaken under the three priorities within the Local Outcome Improvement Plan.

Priority 1: Enough money to live on

Outcome indicator

New estimates of children living in poverty in Edinburgh at ward level are now available and are shown in the chart and table below. These estimates use a revised method of calculation (rational for new methodology) so previous estimations are not included as they are not comparable. The percentage of children in poverty shows variation across the city – ranging from 1 in 10 children to almost 4 in 10.
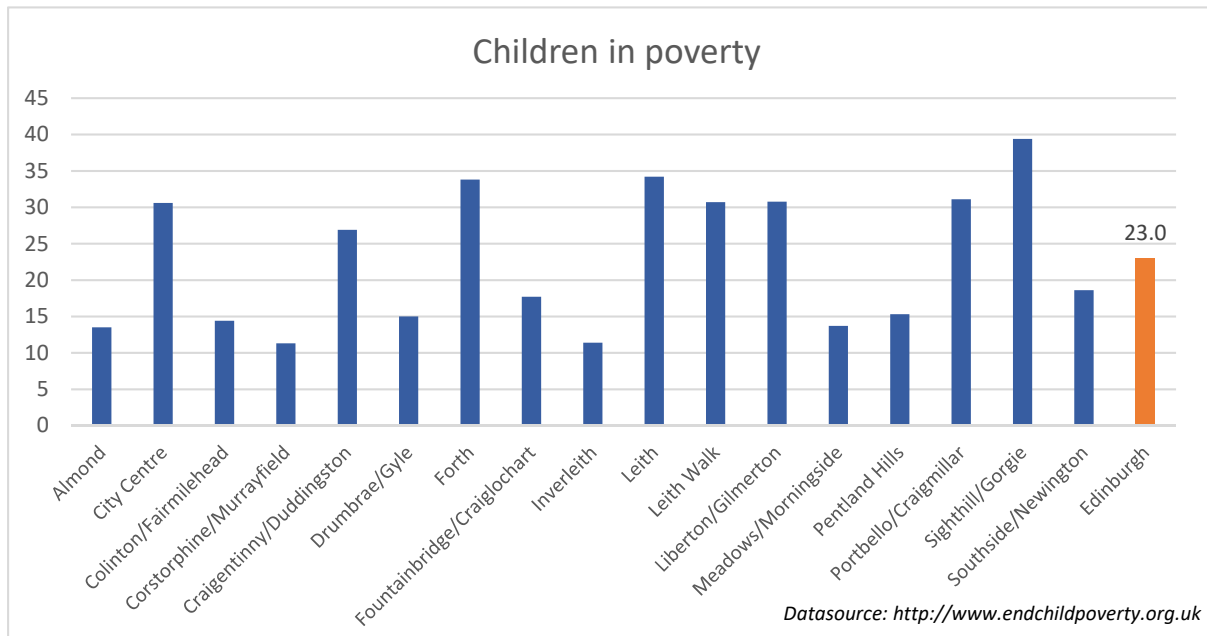
Area	2017-18*
Almond	13.5
City Centre	30.6
Colinton/Fairmilehead	14.4
Corstorphine/Murrayfield	11.3
Craigentinny/Duddingston	26.9
Drumbrae/Gyle	15.0
Forth	33.8
Fountainbridge/Craiglochart	17.7
Inverleith	11.4
Leith	34.2
Leith Walk	30.7
Liberton/Gilmerton	30.8
Meadows/Morningside	13.7
Pentland Hills	15.3
Portobello/Craigmillar	31.1
Sighthill/Gorgie	39.4
Southside/Newington	18.6
Edinburgh	23.0

Children in poverty

Datasource: http://www.endchildpoverty.org.uk

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Priority 2: Work, learning and training

Outcome indicators:

The percentage of people in work in the city is higher than ever before but there are also almost 25,000 households with no adult in work. Worklessness remains the single most important predictor of poverty - 74% of households in which no adult is in work live on incomes below the poverty threshold. While the number of workless households decreases in 2018 after rising in 2017, and there is also a decrease in the number of workless households with children in 2018 after an upwards trend over the last 3 years.
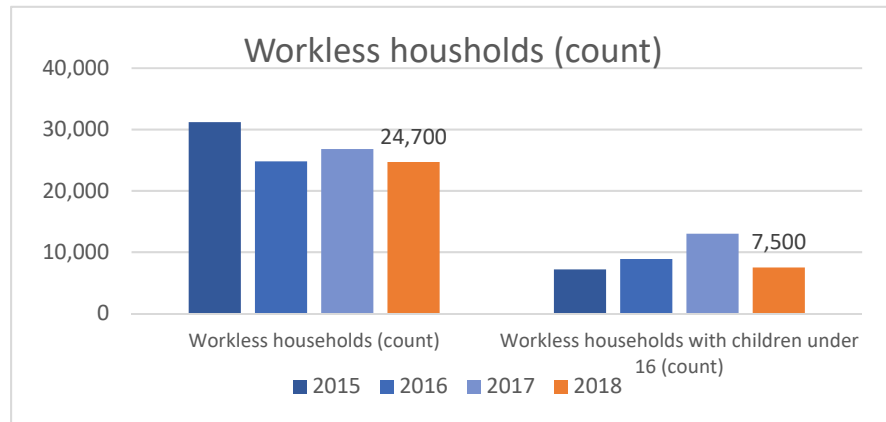
Edinburgh	2015	2016	2017	2018
Workless households (count)	31,200	24,800	26,800	24,700
Workless households (percentage)	16.7	13.5	14.5	12.4
Workless households with children under 16 (count)	7,200	8,900	13,000	7,500

Datasource: *NOMIS annual population survey*
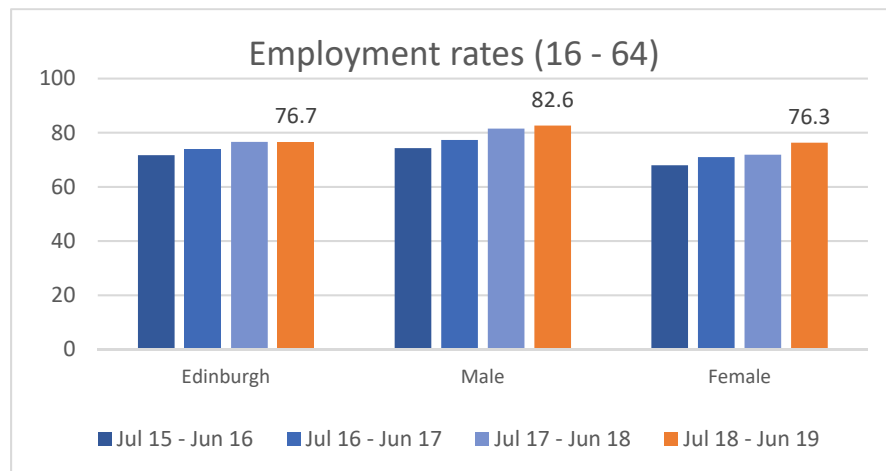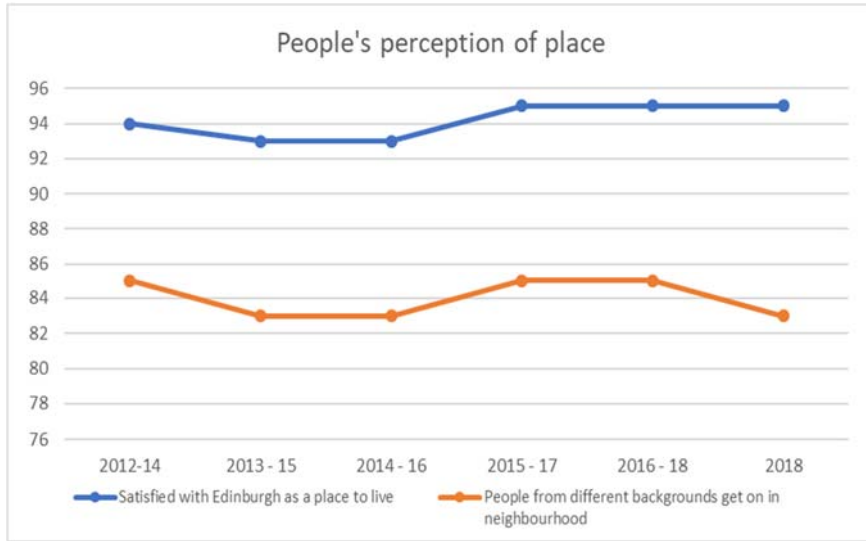

Employment rate (16 - 64)	Edinburgh	Male	Female
Jul 15 - Jun 16	71.7	74.3	68
Jul 16 - Jun 17	74.0	77.3	71
Jul 17 - Jun 18	76.6	81.5	71.9
Jul 18 – Jun 19	76.7	82.6	76.3

Priority 3: A good place to live

Longer term outcome indicators:

People's perception of place

— Satisfied with Edinburgh as a place to live   — People from different backgrounds get on in neighbourhood

The majority of people surveyed are satisfied with Edinburgh as a place to live and this is consistently reported year on year. Most people also feel that people from different backgrounds get on in their neighbourhood.

Datasource: Edinburgh People Survey

	2012-14	2013 - 15	2014 - 16	2015 - 17	2016 - 18	2018
Satisfied with Edinburgh as a place to live	94	93	93	95	95	95
People from different backgrounds get on in neighbourhood	85	83	83	85	85	83

Section C: Progress

<u>Enough money to live on</u>

Family income is often used as a key indicator of resources available and, by extension, of the ability to maintain an acceptable standard of living. Within this context, this workstream includes actions to maximise the income available to lower income households, and to ensure that residents have enough money to live on.

The Edinburgh Poverty Commission has reiterated the importance of income maximisation: 'Edinburgh citizens are missing out on estimated £80m of unclaimed DWP benefits every year. A new approach is needed to deliver streamlined, accessible, and high impact welfare, benefits, and employment support.'

During 2019-20, new arrangements for income maximisation services funded by the Edinburgh Health and Social Care Partnership were finalised. A condition of the new funding was the requirement for service providers to ensure that staff were trained to meet the Scottish National Standards for Information and Advice Providers. The next step in this work is to ensure that income maximisation services across the city

- meet the Scottish National Standards for Information and Advice Providers
- provide geographical coverage on an equitable basis so that residents can access the best quality services from anywhere in the city

Challenges

Developing a common approach is a challenge given financial constraints across the public and voluntary sector and the mixed economy of income maximisation service provision: statutory partners commission services from voluntary agencies; statutory partners also provide income maximisation services directly; and voluntary sector providers also receive funding from other non-statutory sources to deliver income maximisation services.

Next Steps/Opportunities

Since the LOIP was agreed, the Poverty Commission and the first Edinburgh Child Poverty Action Plan have reported. Both these reports focus on the importance of enough money to live. It is imperative that recommendations from the Edinburgh Poverty Commission are aligned with actions in the LOIP and the Child Poverty Action Report. Integrating these recommendations with the LOIP will be a priority in this next year.

Access to work, learning and training opportunities

Worklessness remains the single most important predictor of poverty - 74% of households in which no adult is in work live on incomes below the poverty threshold. However, work alone is not necessarily sufficient to prevent poverty. This workstream aims to provide additional targeted services to help residents access the work, learning, and training opportunities they need to maintain a good quality of life.

Under this priority three initial groups were identified and progress to date is as follows:

1. **Intensive support for families**

- Continuing co-production with parents on the Discover! Holiday Hunger Project involving a range of partners.
- Commissioned Improvement Service to undertake a Social Return on Investment evaluation of the Maximise! Pilot.
- Developing a monitoring and evaluation framework to capture the impact of this work.
- Further linking and reporting into the Child Poverty Action Plan established.
- Continuation of support from University of Edinburgh to develop social network analysis tools.
- Choices for Change Scottish Government project working across the four localities in Edinburgh to be launched in April 2020. This brings participatory budgeting grants to low income families to help tackle poverty with innovative grass roots ideas.
- Meetings have taken place with Turn2us, who have £15,000,000 of Edinburgh Council legacy funding to distribute to low income families in Edinburgh for poverty alleviation with focus on small grants programme. Now linked into community and employability resources.

Challenges:

It is challenging to ensure roll-out to all areas of Edinburgh.

Next Steps/Opportunities:

- City Region Deal programme to target 60 families that need intensive support in Edinburgh has been advertised on Public Contract Scotland, market testing events are planned for March 2020 with delivery starting in July 2020.
- Skills Development Scotland developing an in–work/upskilling service to support the development of skills for those already in work looking to upskill.

2. **People released from prison**

   - Third sector employability support for individuals pre and post release now in place.
   - Construction and Skills Certification Scheme Cards issued with Individual Training Accounts to prison leavers.
   - Joint working with Community Safety Partnership and Criminal justice support being explored.
   - Development of a ring-fenced recruitment incentive and employer support.
   - Scottish Government evidence gathering about ITA delivery responded to.

Challenges:

A dedicated resource to take forward this priority area needs to be identified.

Next Steps/Opportunities:

Continuation of mapping third sector support and liaison with stakeholders to define future strategy.

The LOIP Delivery Group will explore how partnership working with this targeted group could be better coordinated in discussion with the Community Safety Partnership and Criminal Justice Partnerships.

3. Individuals with care experience Progress:

Provision to support this priority target group has been built up around 3 themes:

i) Prevention

- Maximise Project is now subsided and available in all localities with specific activity in place for families who are currently in the care system (referenced above).
- Aspects of MCR (Motivation Commitment and Resilience) Pathways mentoring project provide universal support S1/S2 with focus on skills for work.

ii) Changing the Culture

- Professional learning and development – resources for teachers prepared by former Care Experienced professionals (including film, inset discussions).
- Professional learning and development for teachers – improved skills for those teaching care experienced or potentially care experienced.
- Virtual School Leader following individual cases; working with Young People Planning groups to maintain school placements.

iii) Targeted Interventions

- Daydream Believers collaboration project with Edinburgh College, employers and certain schools for targeted S1 Looked After
- Forest Schools – for primary aged pupils.
- MCR Pathways targeted support – including mentors for young people S3 and above in 10 schools.
- Cyrenians Counselling for Looked After young people post-school.
- School Matters – targeted intervention team using specific therapy approach to improve attendance.

- Care Experienced Individual Fund bids – bids of up to £500 made by professionals on behalf of children and young people for tutoring and/or other interventions to improve attainment or wellbeing.
- Throughcare and Aftercare (and Young Peoples Service) TCAC offer a range of services including a generic drop in – Skills Development Scotland attends weekly offering 1-1 CIAG services; Job Club – weekly offering CIAG services to care leavers in partnership with TCAC; Leavers Group - weekly in partnership with TCAC targeting looked after young people aged 15 ½ to 18 – most recent development is the commitment from ASL to provide a weekly tutor to assist those still at school but not attending with completing English and Maths qualifications; TCAC also offer a study group for 2 hours a week to assist those studying for qualifications; Friends of Job Club – working to establish closer links between Job Club and employers/training providers – ran a coffee morning for employers and training providers – enthusiastic response.
- Skills Development Scotland is working with TCAC and the City of Edinburgh Council to develop a Family Firm approach to mapping routes for care leavers into work for the Council – discussions have taken place around what we feel people would need and how we can support the employers – next step is discussion with HR and managers to confirm what is possible.
- Skills Development Scotland reports that all this work with care experienced young people has increased the numbers from this group coming into its centre in Shandwick Place as they get to know staff members and feel comfortable accessing services out with TCAC.
- Skills Development Scotland prioritises work with this target group and has allocated a Link work coach for each unit – attending regular reviews of all residents – contributing where appropriate to planning and support; working with Edinburgh Secure Service via school and the residential facilities to deliver CIAG services to students/residents; School careers advisers discuss care experienced students at 16+ meetings and promote Leavers Group; hosted a care experienced practitioners forum every 8 weeks to pull together organisations funded to work with care experienced people, sharing expertise and services; Skills Development Scotland is investigating work tasters/shadowing/placements in areas of the business where client confidentiality is less of an issue e.g. marketing, finance, IT for example and recruited 10 Modern Apprentices in Career Development in January 2020 targeted at under- represented groups including Care Experienced young people.

Challenges:

More time is needed to embed some of these approaches, but experience to date is that all are looking favourable.

There is renewed energy and motivation, and partnership working is gradually improving, though more needs to be done.

Next steps/Opportunities:

Continue to develop the above and LOIP Delivery Group to explore opportunities for better coordination and information sharing particularly around corporate parenting.

A good place to live

The places people live and work, the connections with others and the extent to which they can influence the decisions that affect them, all have a significant impact on their quality of life and wellbeing. This workstream aims to articulate the additional actions we need to take to ensure residents can access an affordable, well designed, safe and inclusive place to live.

Under this priority two initial areas of focused action were identified and progress to date is as follows:

Land availability/building houses

- An ambitious plan is in place to deliver 20,000 new affordable and low-cost homes in Edinburgh over the next ten years. This plan is underway with over 1,600 homes approved and over 1,100 homes completed in 2018/19.
- A Place Based Opportunities Programme Board, chaired by the Council's Chief Executive and with members from across The Edinburgh Partnership, is considering how to maximise the value and outcomes from Edinburgh's public-sector estate and deliver opportunities for accelerated investment through strategic partnership and review of public sector assets.

Challenges:

One of the key risks to the delivery of affordable homes is failure to secure land for development.

Next Steps/Opportunities:

- Consider how a link between the LOIP Delivery Group and the Place Based Opportunities Programme Board can be developed.

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Place Making

- This LOIP action area aims to identify and strengthen opportunities to work in partnership, as public sector bodies and with communities and the private sector, to create good places to live. This includes seeking new placemaking approaches to support the delivery of accessible and open places, with good links to health, childcare, and other services.
- The importance of 'good place' was a theme picked up by local communities in the development of the four Locality Improvement Plans (LIPS). As outlined in the LOIP, communities expressed a shared desire for improving various services within their localities including more integrated transport systems and improved use of civic space.
- A workshop was held to broaden discussion around the four themes to a wider audience within the partnership. This also highlighted the importance of placemaking and making homes accessible in the broadest sense – with access to transport, shopping, open space etc. There were also comments on engaging with, and investment from, other sectors and the need for long-term solutions.
- The LOIP Delivery Group is aware that there is a considerable focus on placemaking across the city within existing workstreams and within the remit of different partnerships and boards. These include:
  - Locality Improvement Plans (LIPs) – all four LIPs have a 'place making' theme where actions focus on working with communities to feel proud of, and connected to, the place where they live and to feel invested in the future of their local area.
  - Local Development Plan 2 – the development of a refreshed Local Development Plan 2 which focus on spatial planning within the city. Linked to this is the City Mobility Plan.
  - Place Briefs have been approved by Planning Committee for a number of sites; including the Western General and Powderhall. A major community engagement exercise is taking place at Granton Waterfront to inform a Development Framework. Partnership working and engagement with communities is a key element of the Council led housing regeneration projects in the city.

Compact Partnership

To support this priority a Compact Partnership event was held. The format of the event involved setting the context, which included: 'what is the Compact Partnership and the LOIP' and 'what opportunities does the Place Based Principle bring'. The focus was on relating the priority to people's real experiences. To achieve this the core of the event were 3 short presentations (Rock Trust, Link-Up and Space). This allowed those

with lived experience or those working with and supporting people with lived experience to highlight an issue and/or present ideas where collective imagination and collaborative action would solve a problem or address an opportunity. Discussions amongst the 33 people present focussed on:

- Physical space
- What works
- What could be improved
- Taking forward the process to deliver

The detailed event report has been published by EVOC which will form the basis of further planning at the LOIP Delivery Group to take the theme forward.

Challenges:

In developing the current LOIP priorities, the placemaking priority was highlighted to acknowledge that good housing is only one element, albeit an important one, in creating or sustaining good places to live. The LOIP notes the need to work together to create sustainable places with well-located and co-located services.

Next Steps/Opportunities:

Further work is required to better understand the landscape, and building on the Compact Partnership activity, and specifically:

- solidify a joint understanding of the current work underway across the city
- consider whether poverty and inequality are being addressed within these workstreams
- identify opportunities for the LOIP Delivery Group to enhance existing actions or initiate new actions to address any gaps.